



BOARD OF DIRECTORS REGULAR MEETING AGENDA

October 17, 2024
Thursday
1:30 p.m.

SCR9-1-1 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/mme-wuqd-ptx>

Telephone: (US) +1 314-325-4836 PIN: 988 970 105#

*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.

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- 4.0 CONSENT AGENDA
 - 4.1 Approve Action Summary Minutes of August 15, 2024 Regular Meeting.
 - 4.2 Accept and File Claims Report for August 1 – September 30, 2024.
 - 4.3 Accept and File Revenue and Expense Reports from the Controller as of September 30, 2024 as presented in the meeting packet.

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7-11



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| 12 | 4.4 | Accept and File Reimbursement Claims from the General Manager for the period of August 1 through September 30, 2024. |
| 13-14 | 4.5 | Accept and File a Listing of Current SCR9-1-1 Dispatchers. |
| 15-48 | 4.6 | Annual Review of Authority Safety Plan. |
| 49-76 | 4.7 | Approve revisions to Policies 1021 – <i>Class Specifications</i> and 1180 – <i>Authorized Positions</i> and Job Descriptions for Accounting Technician, Senior Administrative Assistant, GIS Technician, Systems Technician, and Systems Manager as part of the Authority’s ongoing classification plan changes. |
| 77-86 | 4.8 | Accept and File Inventory Certification of Authority Property for Fiscal Year 2023/2024. |
| 87-94 | 4.9 | Adopt new Policy 1215 – <i>Remote Work</i> . |
| | 5.0 | REGULAR AGENDA |
| | 6.0 | REPORT FROM THE GENERAL MANAGER |
| | 6.1 | Update on RMS Project |
| | 7.0 | REPORT BY USERS COMMITTEE |
| | 8.0 | CORRESPONDENCE |
| 95-96 | 8.1 | PARS OPEB Pre-Funding Trust Statements dated 7-1-24 to 7-31-24, and 8-1-24 to 8-31-24. |
| 97 | 8.2 | Letter from SDRMA recognizing no paid property/liability claims in 2023-24. |
| | 9.0 | CLOSED EXECUTIVE SESSION |
| | 9.1 | Conference with Counsel regarding Potential Litigation per Government Code (§ 54956.9). |
| | 9.2 | The General Manager’s Performance Review will be discussed pursuant to Government Code (§ 54957). |
| | 10.0 | RE-ADJOURN TO OPEN SESSION |
| | 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
August 15, 2024
Action Summary Minutes

VOTING KEY: H = Huffaker, V = Vides, B = Benson, G = Goldstein

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 1:31 p.m. by Chair Huffaker.

DIRECTORS PRESENT:

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

ALTERNATES PRESENT:

Tamara Vides, representing the City of Watsonville

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 Sean Schorovsky; SCR9-1-1 DOTY Paola Zepeda and guests Isabella Thompson and Patricia Campos; 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; SCR9-1-1 Systems Technician Anthony Roggero; Independent Auditor Mitish Desai; and SCR9-1-1 Senior Administrative Assistants María Wallen and Tina Bisgaard.

2.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

A modification was made to Policy 285.80, Item 6.12, and said policy was distributed and the Board packet updated.

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3.0 ORAL COMMUNICATIONS

None.

4.0 ADJOURNED TO CLOSED EXECUTIVE SESSION AT 1:35 P.M. TO:

- 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

5.0 RE-ADJOURNED TO OPEN SESSION AT 1:51 P.M.

No reportable actions from Closed Session.

6.0 CONSENT AGENDA

- 6.1 **APPROVED** Action Summary Minutes of May 23, 2024 Regular Meeting.
- 6.2 **ACCEPTED AND FILED** Claims Report for May 1 – July 31, 2024.
- 6.3 **ACCEPTED AND FILED** Revenue and Expense Reports from the Controller as of July 31, 2024 as presented in the meeting packet.
- 6.4 **ACCEPTED AND FILED** Reimbursement Claims from the General Manager for the period of May 1 – July 31, 2024.
- 6.5 **ACCEPTED AND FILED** a Listing of Current SCR9-1-1 Dispatchers.
- 6.6 **ACCEPTED AND FILED** a Workplace Violence Prevention Plan.
- 6.7 **APPROVED** Revisions to Policy 1180 – *Authorized Positions* 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.
- 6.8 **APPROVED** revisions to Policy 1030 – *Compensation Plan*, Policy 1160 – *Salary Schedule*, the Master Salary Schedule, Policy 1175 – *On Call Duty Pay*, Policy 1220 – *Holidays*, Policy 1240 – *Vacation Leave*, Policy 1280 – *Administrative Leave*, and Policy 1300 – *Employee Benefits*, authorizing pay increases and benefits modifications for unrepresented Management and Confidential Employees.
- 6.9 **APPROVED** revisions to Policy 1261 – *Job Sharing and Part-Time Programs*, establishing part-time dispatcher assignments.
- 6.10 **APPROVED** a Side Letter Agreement with Operating Engineers Local No. 3 and approve corrections to Appendix A – Salary Schedule.
- 6.11 **ACCEPTED AND FILED** final year end accounting for FY 2023/2024.
- 6.12 **ADOPTED** new Policy 285.80 – *Procedure for Responding to Public Records Requests*.
- 6.13 **APPROVED** revisions to Policy 1360 – *Tuition Reimbursement*.

Vote: V, G, B, H

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7.0 REGULAR AGENDA

7.1 **PRESENTED** Paola Zepeda Dispatcher of the Year for Fiscal Year 2024/25.

7.2 **ACCEPTED AND FILED** report of Audit for Fiscal Year ending June 30, 2023 as prepared and presented by the independent Auditor for the Authority.

Vote: G, B, V, H

7.3 **AUTHORIZED** 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. **AUTHORIZED** the General Manager to make payments from the escrow account.

Vote: G, B, V, H

8.0 REPORT FROM THE GENERAL MANAGER

Uchida reported she attended the CalPERS Employee Leadership Dialogue. Goldstein noted City of Capitola Staff is researching alternatives to CalPERS health benefits and invited Uchida to reach out to his Staff with any questions.

9.0 REPORT BY USERS COMMITTEE

Uchida and French provided an update on the Valley Fire agencies. Huffaker reported that Santa Cruz LAFCO is embarking on another countywide consolidation feasibility plan.

10.0 CORRESPONDENCE

10.1 **RECEIVED** 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 ADJOURNED

The meeting adjourned at 2:26 p.m. The next regular Board meeting is scheduled for:

Thursday, October 17, 2024
1:30 p.m.

Santa Cruz Regional 9-1-1
Conference Room

Date: _____

Approved: _____
Elissa Benson, 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: October 1, 2024
 TO: Board of Directors, Santa Cruz Regional 9-1-1
 FROM: Amethyst Uchida, General Manager
 SUBJECT: **Item 4.2 - August 1, 2024 through September 30, 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 August 1, 2024 through September 30, 2024

1-Aug	City of Watsonville	Alternate site rent-August 2024	1,981.02
1-Aug	Civic Plus	Social media archive software	5,000.00
1-Aug	SCMU	Water/garbage-6/14/24-7/15/24	749.51
2-Aug	Monterey Bay Air Resources	Generator air permit	532.00
2-Aug	Ninja One	Ninja team viewer annual renewal	3,981.60
2-Aug	M Wallen	Fire task meeting supplies-7/11/24	8.98
2-Aug	Kurt Ashley/Secure Solutions	Backgrounds-Marquez, Moreno,Perez, Duby,Jellicoe	7,405.02
2-Aug	Priority Dispatch	EMD certification/training-Cerritos	425.00
5-Aug	M Wallen	Postage for headset return	3.83
8-Aug	K and D Landscape	Landscape maintenance-August 2024	852.00
8-Aug	Just Junkin	Refuse removal	425.00
8-Aug	A Baldwin	National Night Out supplies	39.98
8-Aug	Santa Cruz Live Scan	Rolling fees-2 interns, Perez	90.00
13-Aug	AT&T	July 2024 phone charges	953.32
14-Aug	Cintas	Mats/towels-7/10/24	77.90
14-Aug	OnPoint Generator	Annual generator service	2,367.51
14-Aug	Shred-it	Shredding-7/18/24	115.07
14-Aug	Pitney Bowes	Postage	214.99
14-Aug	First Choice	Coffee/filters-8/12/24	62.46
14-Aug	CDW	Toner	222.02
14-Aug	CDW	Toner	116.44
14-Aug	Agile occupational medicine	Physicals-Kim Perez	315.00
14-Aug	B Wann	Mileage to peer support training	111.49
14-Aug	B Wann	Per diem for peer support training	158.00
16-Aug	Verizon California	Frontier emergency listing-August 2024	6.93
16-Aug	Verizon cell	July 2024 cell charges	494.73
16-Aug	Cintas	Mats/towels-8/7/24	77.90
16-Aug	Ergo Direct	Arm pads for dispatch chairs	51.39
16-Aug	DeLage	Copier lease-August 2024	307.37
16-Aug	SCMU	Irrigation-July 2024	634.77
16-Aug	PGE	Electricity-7/8/24-8/5/24, Gas-July 2024	11,580.83
20-Aug	AT&T	7/13/24-8/12/24 phone charges	4,883.20
21-Aug	Caltronics	Copier supplies-7/12/24-8/11/24	26.74
21-Aug	M Wallen	Law task and building supplies	40.96
22-Aug	Cintas	Mats/towels-8/21/24	57.04
22-Aug	Agile occupational medicine	Physicals-Marquez, Zetina-Moreno	630.00
22-Aug	Comcast	Cable/internet-8/17/24-9/16/24	356.69
27-Aug	Bay Building	Janitorial maintenance-August 2024	1,625.80
27-Aug	Bay Building	Janitorial supplies-August 2024	800.93
27-Aug	NENA	Center management certification training-Baldwin	1,075.00
27-Aug	J Maggio	Mileage to peer support training	119.93
27-Aug	J Maggio	Peer support training per diem-Maggio	122.00
3-Sep	Bogner HVAC	A/C repair for radio room	399.82
3-Sep	Costco/US Bank	Annual membership	120.00
3-Sep	Nectar/US Bank	Employee recognition rewards	259.15
3-Sep	Amazon/US Bank	Desk mount stand for monitor	44.97
3-Sep	Amazon/US Bank	Headsets, speakers, chair	320.52
3-Sep	Amazon/US Bank	Headsets	186.56
3-Sep	Amazon/US Bank	Headsets and keyboard	1,286.20
3-Sep	Amazon/US Bank	Hard shell carrying case	44.54
3-Sep	EBay/US Bank	Computer mice for dispatch	131.59
3-Sep	Costco/US Bank	Sit stand desk	274.37
3-Sep	Google/US Bank	Gsuite-August 2024	804.00
3-Sep	MDE	ADORE software annual maintenance renewal	808.00
3-Sep	SC Electronics/US Bank	Electrical supplies	6.52
3-Sep	Amazon/US Bank	Jack surface mount box	25.18
3-Sep	Amazon/US Bank	Whiteboards for supervisors office	174.62
3-Sep	Amazon/US Bank	Office supplies	52.72
3-Sep	Amazon/US Bank	Tshirts for Natinal Night Out	29.54
3-Sep	Amazon/US Bank	Photo frames for signs	30.72
3-Sep	Garden Deli/US Bank	Lunch for dispatcher peer review	71.37
3-Sep	Amazon/US Bank	Office supplies	63.35
3-Sep	Amazon/US Bank	Operation supervisors printer toner	425.88
3-Sep	Badawi and Assoc	2024 audit progress payment	12,493.44

3-Sep	Survey Monkey/US Bank	Annual surveying subscription	372.00
3-Sep	Kurt Ashley/Secure Solutions	Backgrounds-Moniz	1,440.00
3-Sep	SFO Parking/US Bank	Parking for Motorola executive meeting	100.00
3-Sep	Hampton Inn/US Bank	Lodging for peer support	572.76
3-Sep	Marriott/US Bank	Lodging for Board clerk training-Wallen-deposit	197.23
3-Sep	Eventbrite/US Bank	Job Fair 2024 registration	450.00
3-Sep	CalNena/US Bank	CalNena class registration	350.00
4-Sep	AT&T	7/20/24-8/19/24 phone charges	124.18
9-Sep	Verizon California	Frontier-September emergency listing	6.93
9-Sep	Triad Electric	Replace exterior lamps in fixtures	540.00
9-Sep	Santa Cruz Fire Equipment	Annual fire extinguisher maintenance	135.00
9-Sep	Shred-it	Shredding-7/29/24	115.07
9-Sep	Santa Cruz Live Scan	Rolling fees-4 applicants	120.00
9-Sep	City of Watsonville	Alternate site rent-September 2024	1,981.02
9-Sep	A Escobar	Per diem for peer support training	196.00
9-Sep	SCMU	Water/garbage-7/16/24-8/14/24	779.78
11-Sep	AT&T	August 2024 phone charges	953.32
11-Sep	PGE	Electric-8/6/24-9/4/24, Gas-August 2024	11,960.13
12-Sep	K and D Landscape	Landscape maintenance-September 2024	852.00
12-Sep	CDW	Symantec endpoint protection	879.75
12-Sep	Calpers	GASB 68 report fee	1,050.00
16-Sep	First Choice	Coffee/filters-9/10/24	139.23
16-Sep	DeLage	Copier lease-September 2024	307.37
18-Sep	Verizon cell	August 2024 cell phone charges	530.48
18-Sep	Civic Plus	Annual website maintenance fee	1,866.00
18-Sep	Law Enforcement Psych service	Psychs-Moreno, Marquez, Perez	1,425.00
18-Sep	Kurt Ashley/Secure Solutions	Backgrounds-James, Martinez, Voight, Campos	5,907.40
18-Sep	SCMU	Irrigation-August 2024	764.20
19-Sep	Bay Building	Janitorial maintenance-September 2024	1,625.80
19-Sep	Caltronics	Copier supplies-8/12/24-9/11/24	54.76
19-Sep	Bay Building	Janitorial supplies-9/19/24	861.76
19-Sep	DeLage	Copier property tax	62.10
23-Sep	Cintas	Mats/towels-9/18/24	77.90
24-Sep	AT&T	8/13/24-9/12/24 phone charges	4,869.98
24-Sep	M Wallen	Fire task meeting supplies-9/12/24	10.00
24-Sep	Comcast	Cable/internet-9/17/24-10/16/24	356.69
30-Sep	Amazon/US Bank	Chairs for Support services desk and Systems tech desk	547.66
30-Sep	Amazon/US Bank	Double sided headset	250.65
30-Sep	Amazon/US Bank	Noise cancelling headsets	150.66
30-Sep	Google/US Bank	Gsuite-September 2024	804.00
30-Sep	Canva/US Bank	Annual renewal	300.00
30-Sep	Riverside Lighting/US Bank	Electrical conduit	22.37
30-Sep	Amazon/US Bank	LED bulbs, spill bucket	96.33
30-Sep	Amazon/US Bank	Office supplies	91.12
30-Sep	Embassy Consulting/US Bank	Virtual class-De escalating customer service-LaMar	45.00
30-Sep	Priority Dispatch/US Bank	EMD certification-Henderson	554.00
30-Sep	Priority Dispatch/US Bank	EMD certification-Stivala	554.00
30-Sep	Priority Dispatch/US Bank	EMD certification-Seyffert	554.00
30-Sep	Priority Dispatch/US Bank	EMD certification-Estrada	554.00
30-Sep	United Airlines/US Bank	Zepeda/Sherwood flight to CalNena	461.64

AUDITOR GRAND TOTAL 114,172.68

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 August 1, 2024 through September 30, 2024

21-Aug	Motorola	Year 7 Quarter 2 P1 CAD maintenance	115,432.25
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AUDITOR GRAND TOTAL 115,432.25

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 August 1, 2024 through September 30, 2024

1-Aug	Retirees	October 2024 retiree health reimbursement	5,671.46
8-Aug	PARS	OPEB contribution	47,950.00
10-Aug	PERS	August 2024 medical premium	81,567.13
3-Sep	Retirees	November 2024 retiree health reimbursement	5,671.46
10-Sep	PERS	September 2024 medical premium	72,557.14

AUDITOR GRAND TOTAL 213,417.19

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 August 1, 2024 through September 30, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
		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 August 1, 2024 through September 30, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
		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 August 1, 2024 through September 30, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
2-Aug	Ninja One	Team viewer annual subscription	3,981.60
16-Aug	Verizon	Cell service-July 2024	104.69
3-Sep	Badawi and Associates	2024 audit progress payment	520.56
12-Sep	CDW	Symantec endpoint protection renewal	1,670.25
16-Sep	Santa Cruz Sentinel	RFP for RMS project	81.60
19-Sep	Verizon	Cell service-August 2024	104.76
24-Sep	M Wallen	SCMRS executive group meeting-9/17/24	14.87
30-Sep	MISAC/US Bank	Annual membership renewal-Bloss	130.00
AUDITOR GRAND TOTAL			6,608.33

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 August 1, 2024 through September 30, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
1-Aug	Santa Cruz County Sheriff	CLETS data charges	215,513.00
27-Aug	DeltaWrx	Request for proposal RMS project consultation	43,517.00
AUDITOR GRAND TOTAL			215,513.00

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 August 1, 2024 through September 30, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
8-Aug	PARS	OPEB contribution FY 24 25	2,050.00
10-Aug	PERS	August 2024 medical premium	2,889.23
10-Sep	PERS	September 2024 medical premium	2,889.23
AUDITOR GRAND TOTAL			7,828.46

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 August 1, 2024 through September 30, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
12-Sep	Central Bank	SCMRS 2nd quarterly interest debt service	6,393.15
AUDITOR GRAND TOTAL			6,393.15

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 August 1, 2024 through September 30, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
12-Sep	Central Bank	SCMRS 2nd quarter principal debt service	36,091.33
AUDITOR GRAND TOTAL			36,091.33

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 August 1, 2024 through September 30, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
28-Aug	RadiolP	Radio IP software renewal annual	9,711.69
16-Sep	Dell	H.S.A. server Image Trend interface-to be reimbursed by H.S.A.	4,437.66
AUDITOR GRAND TOTAL			\$14,149.35

Revenue and Expense report ending 9-30-24

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	7,142.56	22,168.42	2,831.58	1
40440	RENTS & CONCESSIONS	117,851.00	117,851.00	9,188.05	34,918.74	82,932.26	1
	Total 10 -- REV FROM USE OF MONEY & PROP	142,851.00	142,851.00	16,330.61	57,087.16	85,763.84	2
Character: 19 -- CHARGES FOR SERVICES							
41654	MEDICAL CHARGES-EMPLOYEE	152,262.00	152,262.00	9,376.96	25,781.87	126,480.13	1
42044	MEMBER CONTRIBUTIONS	5,480,276.00	5,480,276.00	435,746.25	2,353,843.20	3,126,432.80	1
42047	OTHER CHARGES CURRENT SERVICES	3,208,665.00	3,208,665.00	56,688.50	898,590.83	2,310,074.17	1
	Total 19 -- CHARGES FOR SERVICES	8,841,203.00	8,841,203.00	501,811.71	3,278,215.90	5,562,987.10	3
Character: 23 -- MISC. REVENUES							
42384	OTHER REVENUE	310,610.00	310,610.00	1,333.20	81,951.62	228,658.38	1
	Total 23 -- MISC. REVENUES	310,610.00	310,610.00	1,333.20	81,951.62	228,658.38	1
	Total Revenues	9,294,664.00	9,294,664.00	519,475.52	3,417,254.68	5,877,409.32	6
Expenditures							
Character: 50 -- SALARIES AND EMPLOYEE BENEF							
51000	REGULAR PAY-PERMANENT	4,982,473.00	4,982,473.00	325,984.18	898,274.32	4,084,198.68	1
51005	OVERTIME PAY-PERMANENT	596,270.00	596,270.00	51,073.27	152,835.00	443,435.00	1
51010	REGULAR PAY-EXTRA HELP	100,000.00	100,000.00	9,599.77	23,756.77	76,243.23	1
51025	REGULAR PAY-CALL BACK	0.00	0.00	2,207.24	6,092.19	-6,092.19	1
51035	HOLIDAY PAY	0.00	0.00	4,549.80	8,770.76	-8,770.76	1
51040	DIFFERENTIAL PAY	160,000.00	160,000.00	10,717.83	30,969.71	129,030.29	1
52010	OASDI-SOCIAL SECURITY	84,000.00	84,000.00	6,448.09	17,519.80	66,480.20	1
52015	PERS	988,020.00	988,020.00	30,708.36	646,907.33	341,112.67	1
53010	EMPLOYEE INSURANCE & BENEFITS	1,309,122.00	1,309,122.00	88,248.55	349,472.24	959,649.76	1
53015	UNEMPLOYMENT INSURANCE	14,700.00	14,700.00	40.05	112.72	14,587.28	1
54010	WORKERS COMPENSATION INSURANCE	39,527.00	39,527.00	-15.90	37,394.74	2,132.26	1
	Total 50 -- SALARIES AND EMPLOYEE BENEF	8,274,112.00	8,274,112.00	529,561.24	2,172,105.58	6,102,006.42	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	6,069.94	20,184.19	65,815.81	1
61312	INVENTORIALBLE ITEMS	30,000.00	30,000.00	547.66	547.66	29,452.34	1
61535	OTHER INSURANCE	140,766.00	140,766.00	0.00	139,167.30	1,598.70	1
61730	MAINT-OTH EQUIP-SERVICES	574,243.00	574,243.00	-24,806.21	163,309.46	410,933.54	1
61845	MAINT-STRUCT/IMPS/GRDS-OTH-SRV	122,580.00	122,580.00	3,630.52	14,091.87	108,488.13	1
62020	MEMBERSHIPS	4,155.00	4,155.00	120.00	880.00	3,275.00	1
62111	MISCELLANEOUS EXPENSE-SERVICES	4,000.00	4,000.00	212.41	884.98	3,115.02	1
62215	BOOKS	200.00	200.00	0.00	0.00	200.00	1
62217	MISC NONINVENTORIALBLE ITEMS	7,000.00	7,000.00	2,690.06	2,741.45	4,258.55	1

Revenue and Expense report ending 9-30-24

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	115.07	230.14	4,769.86	1
62219	PC SOFTWARE PURCHASES	105,360.00	105,360.00	5,461.75	14,561.52	90,798.48	1
62220	PHOTO COPY/PRINTER SUPPLIES	450.00	450.00	54.76	121.51	328.49	1
62221	POSTAGE	400.00	400.00	0.00	218.82	181.18	1
62222	SUBSCRIPTIONS/PERIODICALS	0.00	0.00	0.00	0.00	0.00	1
62223	SUPPLIES	26,500.00	26,500.00	2,100.71	5,411.59	21,088.41	1
62301	ACCOUNTING AND AUDITING FEES	35,000.00	35,000.00	13,543.44	13,543.44	21,456.56	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	9,264.40	19,204.42	25,290.58	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	369.47	984.21	3,015.79	1
62610	RENTS/LEASES-STRUC IMP & GRNDS	38,292.00	38,292.00	1,981.02	5,880.94	32,411.06	1
62715	SMALL TOOLS & INSTRUMENTS	500.00	500.00	0.00	23.02	476.98	1
62914	EDUCATION & TRAINING(REPT)	12,000.00	12,000.00	2,092.00	4,987.00	7,013.00	1
62926	MILEAGE	2,500.00	2,500.00	0.00	279.39	2,220.61	1
62928	TRAVEL-OTHER(NON-REPT)	13,820.00	13,820.00	1,527.63	1,807.63	12,012.37	1
62930	REGISTRATIONS (NON REPT)	11,685.00	11,685.00	800.00	3,040.00	8,645.00	1
63070	UTILITIES	110,000.00	110,000.00	13,860.80	40,505.64	69,494.36	1
	Total 60 – SERVICES AND SUPPLIES	1,418,329.00	1,418,329.00	39,635.43	452,606.18	965,722.82	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	569,196.67	2,624,711.76	7,455,427.24	41
	Total 700600 – SANTA CRUZ REGIONAL 911*	-785,475.00	-785,475.00	-49,721.15	792,542.92	-1,578,017.92	47
GL Key: 700650 – SCR 911-DEBT FUND							
Revenues							
Character: 10 – REV FROM USE OF MONEY & PROP							
40430	INTEREST	0.00	0.00	173.16	108.87	-108.87	1
	Total 10 – REV FROM USE OF MONEY & PROP	0.00	0.00	173.16	108.87	-108.87	1
Character: 19 – CHARGES FOR SERVICES							
42044	MEMBER CONTRIBUTIONS	641,397.00	641,397.00	159,052.00	159,052.00	482,345.00	1
	Total 19 – CHARGES FOR SERVICES	641,397.00	641,397.00	159,052.00	159,052.00	482,345.00	1
	Total Revenues	641,397.00	641,397.00	159,225.16	159,160.87	482,236.13	2

Revenue and Expense report ending 9-30-24

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	36,091.33	71,903.46	420,417.54	1
74425	INTEREST ON LONG-TERM DEBT	145,871.00	145,871.00	6,393.15	13,065.50	132,805.50	1
Total 70 – OTHER CHARGES		638,192.00	638,192.00	42,484.48	84,968.96	553,223.04	2
Total Expenditures		641,397.00	641,397.00	42,484.48	84,968.96	556,428.04	3
Total 700650 – SCR 911-DEBT FUND		0.00	0.00	116,740.68	74,191.91	-74,191.91	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	1,864.60	6,471.92	-1,471.92	1
Total 10 – REV FROM USE OF MONEY & PROP		5,000.00	5,000.00	1,864.60	6,471.92	-1,471.92	1
Character: 19 – CHARGES FOR SERVICES							
41654	MEDICAL CHARGES-EMPLOYEE	500.00	500.00	303.00	833.25	-333.25	1
42044	MEMBER CONTRIBUTIONS	804,694.00	804,694.00	75,395.25	357,038.15	447,655.85	1
Total 19 – CHARGES FOR SERVICES		805,194.00	805,194.00	75,698.25	357,871.40	447,322.60	2
Character: 23 – MISC. REVENUES							
42384	OTHER REVENUE	84,441.00	84,441.00	0.00	14,554.75	69,886.25	1
Total 23 – MISC. REVENUES		84,441.00	84,441.00	0.00	14,554.75	69,886.25	1
Total Revenues		894,635.00	894,635.00	77,562.85	378,898.07	515,736.93	4
Expenditures							
Character: 50 – SALARIES AND EMPLOYEE BENEF							
51000	REGULAR PAY-PERMANENT	314,874.00	314,874.00	16,884.34	54,377.22	260,496.78	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	902.00	1,813.25	-1,813.25	1
51035	HOLIDAY PAY	0.00	0.00	1,348.92	2,258.11	-2,258.11	1
51040	DIFFERENTIAL PAY	0.00	0.00	0.00	0.75	-0.75	1
52010	OASDI-SOCIAL SECURITY	3,750.00	3,750.00	274.44	835.89	2,914.11	1
52015	PERS	58,348.00	58,348.00	2,262.00	23,688.36	34,659.64	1
53010	EMPLOYEE INSURANCE & BENEFITS	41,866.00	41,866.00	3,438.49	12,637.91	29,228.09	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	0.00	1,356.86	2,718.14	1
Total 50 – SALARIES AND EMPLOYEE BENEF		428,763.00	428,763.00	25,110.19	96,968.35	331,794.65	11

Revenue and Expense report ending 9-30-24

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							
61221	TELEPHONE-NON TELECOM 1099	7,050.00	7,050.00	104.76	254.14	6,795.86	1
61312	INVENTORIALBLE 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	0.00	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 NONINVENTORIALBLE 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	1,670.25	5,651.85	14,464.15	1
62223	SUPPLIES	1,000.00	1,000.00	14.87	14.87	985.13	1
62301	ACCOUNTING AND AUDITING FEES	2,000.00	2,000.00	520.56	520.56	1,479.44	1
62325	DATA PROCESSING SERVICES	215,513.00	215,513.00	215,513.00	215,513.00	0.00	1
62365	MANAGEMENT SERVICES	48,224.00	48,224.00	-215,513.00	0.00	48,224.00	1
62381	PROF & SPECIAL SERV-OTHER	150,000.00	150,000.00	0.00	43,517.00	106,483.00	1
62420	LEGAL NOTICES	500.00	500.00	81.60	81.60	418.40	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	2,392.04	280,196.02	238,106.98	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	27,502.23	377,164.37	569,901.63	30
	Total 700690 – SCR911-SC METRO RMS	-52,431.00	-52,431.00	50,060.62	1,733.70	-54,164.70	34
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	477.22	804.22	195.78	1
	Total 10 – REV FROM USE OF MONEY & PROP	1,000.00	1,000.00	477.22	804.22	195.78	1
Character: 19 – CHARGES FOR SERVICES							
42044	MEMBER CONTRIBUTIONS	749,000.00	749,000.00	178,000.00	178,000.00	571,000.00	1
	Total 19 – CHARGES FOR SERVICES	749,000.00	749,000.00	178,000.00	178,000.00	571,000.00	1
	Total Revenues	750,000.00	750,000.00	178,477.22	178,804.22	571,195.78	2

Revenue and Expense report ending 9-30-24

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							
61845	MAINT-STRUCT/IMPS/GRDS-OTH-SRV	0.00	0.00	0.00	0.00	0.00	1
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	178,477.22	178,804.22	-178,804.22	5
		-837,906.00	-837,906.00	295,557.37	1,047,272.75	-1,885,178.75	91



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: September 1, 2024
To: Board of Directors, Santa Cruz Regional 9-1-1
From: Amethyst Uchida, General Manager
Subject: Item 4.4, Claims from the General Manager

The following is an accounting of the General Manager's reimbursable expenses for the period of August 1, 2024 thru September 30, 2024

DATE	DESCRIPTION	AMOUNT
	None	
Total		\$0.00



DATE: October 17, 2024
TO: Board of Directors, SCR9-1-1
FROM: Amethyst Uchida, General Manager
SUBJECT: Item 4.5, Current SCR9-1-1 Dispatchers

RECOMMENDATION

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

DISCUSSION

There are currently 37.5 occupied FTE in the dispatcher classifications. Of these, five (5) are in the training program and three (3) are on a leave of absence.

Since your last Board meeting, four (4) trainee dispatchers were hired and began the academy on September 30th. One (1) dispatcher and one (1) extra help dispatcher have moved to a job share position.

We currently have four (4) additional 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 November 11, 2024. The final round of assessments for the 2024 continuous recruitment is in process with four (4) sent to background; hiring from the group in background will take place in February or March of 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 (JS=0.5 FTE)
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 II X
OLSON, Kylie	9	18	2023	1	Dispatcher II
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
ESTRADA, Natalya	9	14	2024	2	Dispatcher II (JS=0.5 FTE)
MONIZ, Jacob	9	30	2024	4	Dispatcher I
MARQUEZ, Ashley	9	30	2024	1	Dispatcher I X
HERNANDEZ PEREZ, Kimberly	9	30	2024	1	Dispatcher I X
ZETINA-MORENO, Nichole	9	30	2024	1	Dispatcher I X

**41 Total Number of Dispatchers
37.5 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



DATE: October 17, 2024
TO: Board of Directors, Santa Cruz Regional 9-1-1
FROM: Beth Wann, Safety Coordinator
SUBJECT: Item 4.6, Annual Review of Authority Safety Plan

RECOMMENDATION:

Conduct an annual review of the Authority's Safety Plan, accept and file the plan.

BACKGROUND AND DISCUSSION:

Under the terms and conditions of your membership (JPA) agreement with the Special District Risk Management Authority (SDRMA), the Authority was eligible for discounted insurance premiums for periodically reviewing and updating a Safety Plan. Review of the Safety Plan no longer qualifies for discount credits.

It is recommended that the Board accept and file the plan for 2024. In the future, the Safety Plan will only be presented when there are modifications to the plan.

The last Board review was conducted September 28, 2023. There are no proposed revisions to the Safety Plan.

Approved by:

Amethyst Uchida, General Manager



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

SANTA CRUZ REGIONAL 9-1-1
LOSS CONTROL, INJURY AND ILLNESS PREVENTION
SAFETY PLAN

Reviewed: ~~September 28, 2023~~ October 17, 2024

Prepared by:
Amethyst Uchida, General Manager

SANTA CRUZ REGIONAL 9-1-1
LOSS CONTROL, INJURY AND ILLNESS PREVENTION
SAFETY PLAN

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SANTA CRUZ REGIONAL 9-1-1
LOSS CONTROL, INJURY AND ILLNESS PREVENTION

SAFETY PLAN

1.0 INTENT

Establishing a loss control, injury and illness prevention program and safety plan (hereto referred to as the Safety Plan) is intended to provide guidelines to ensure a safe working environment, identify responsibilities, provide direction for specific incidents, and maintain a safe workplace.

We have established this written Injury and Illness Prevention Program (IIPP) in accordance with Title 8, California Code of Regulations, Section 3203. This IIPP includes the following elements:

- Responsibility and Authority
- Compliance
- Communication
- Hazard Assessment
- Accident Investigation
- Hazard Correction
- Training and Instruction
- Record Keeping

2.0 RESPONSIBILITIES

2.1 General Manager

2.1.1 The General Manager is responsible for long term risk financing and risk management strategies. The General Manager works closely with the Governing Board on all insurance funding, loss control and related risk management issues. The General Manager is SCR9-1-1's authorized contact with California Special District Association (CSDA) and Special District Risk Management Authority (SDRMA).

2.1.2 The General Manager is responsible for managing the training of all employees including, but not limited to, determining what training is necessary for new and existing employees and coordinating the retraining of employees on safety issues.

2.1.2.1 The General Manager will utilize the Training Unit for this process.

2.2 Safety Coordinator

- 2.2.1 The Safety Coordinator is the designated IIPP Administrator and is responsible for implementing and maintaining the Injury and Illness Prevention Program. Employees can notify the Safety Coordinator of any occupational safety, health issue or worksite hazard verbally, in writing, voice mail or email.
- 2.2.2 The Safety Coordinator serves as the Chair of the Safety Committee. Authority to act in this capacity is delegated by the General Manager.
- 2.2.3 The Safety Coordinator is responsible for follow-up of all claims as directed in Policy No. 2010, Processing Workers Compensation/Injured Worker's Claims, including, but not limited to, the accident investigation report, hazard mitigation and distribution of completed forms.

2.3 Operations Supervisors

- 2.3.1 Operations Supervisors are responsible for following the procedures established in Policy No. 2010, Processing Workers Compensation/Injured Worker's Claims.

2.4 Employees

- 2.4.1 Employees accept responsibility for active participation in all aspects of the safety and health program including:
 - Abiding by all SCR9-1-1 safety rules and regulations;
 - Continuous practice of safe work habits;
 - Assisting in keeping work areas clean and hazard free; and
 - Participate in safety related training.

3.0 COMPLIANCE

3.1 Management

- 3.1.1 Management accepts responsibility for leadership of the safety and health program, for its effectiveness and improvement, and for providing safeguards required to ensure safe conditions.

3.2 Supervisors

- 3.2.1 Supervisors accept responsibility for developing proper attitudes toward safety and health in themselves and in those they supervise, and for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.
- 3.2.2 Supervisors will evaluate employee's compliance with safe work practices

as part of the employee's regular performance review.

- 3.2.3 Supervisors will acknowledge, in writing, employees who make a significant contribution toward the maintenance of a safe workplace. The written acknowledgment will be maintained in the employee's personnel file.

3.3 Employees

- 3.3.1 It is the responsibility and obligation of each employee to comply with the Safety Plan, obey all occupational safety and health standards, rules, regulations and orders issued according to law, and to attend scheduled job training and instruction.
- 3.3.2 Employees who are unaware of correct safety and health procedures are trained or retrained.
- 3.3.3 Employees who fail to follow safe work practices and/or procedures, or who violate organizational rules or directives are subject to disciplinary action, up to and including termination.

4.0 COMMUNICATION

4.1 System of Communications

- 4.1.1 Management recognizes that open, two-way communication between management and staff on health and safety issues is essential to an injury free, productive workplace.
- 4.1.2 The following system of communication is designed to facilitate a continuous flow of safety and health information between management and staff.
 - 4.1.2.1 An orientation is given to all new employees which includes training on the Safety Plan, Employee Wellness Program, and all safety and health related policies and procedures.

4.2 Safety Committee

- 4.2.1 There will be a SCR9-1-1 Safety Committee consisting of the General Manager, the Safety Coordinator, at least one (1) dispatch representative from each team, and one (1) Systems Division representative.
- 4.2.2 The Safety Committee will meet at least once every three months.
 - 4.2.2.1 At least three working days prior to each meeting, the Safety Coordinator will prepare and distribute a written agenda similar to the form attached as Form 1 (see Appendix A).

4.2.2.2 After each meeting, the Safety Coordinator will prepare and distribute to the Committee members written minutes of the meeting briefly describing the safety and health issues discussed at the meeting similar to the form attached as Form 2 (see Appendix A).

4.2.3 The Safety Committee will perform the following functions:

- Review the results of periodic workplace inspections.
- Review any investigations of occupational accidents and causes of incidents resulting in occupational injury, occupational illness or exposure to hazardous substances, and where appropriate, submit suggestions to the General Manager for the prevention of future occurrences.
- Review any alleged workplace hazard, unsafe condition or unsafe work practice brought to the attention of any committee member, and when determined necessary by the committee, conduct its own inspection and investigation to assist in remedial solutions.
- Review any employee hazard reports, and submit recommendations to the General Manager to assist in the evaluation of employee safety suggestions.
- Upon the request of the State Division of Occupational Safety and Health, verify abatement actions taken by SCR9-1-1 to abate citations issued by the Division.
- Discuss and make recommendations concerning any other matters related to the health and safety of SCR9-1-1 employees.
- Periodically review and evaluate past employee safety, injury, and illness records and other available documentation concerning employee safety, injuries and illnesses to identify recurring problems and initiate appropriate corrective or remedial actions to avoid such problems in the future.
- On all workers compensation losses or claims, compare the date and time of injury with the date and time the employee gave notice of the accident to their supervisor. Compare the date of notice with the date and time employee first received medical attention. Did the employee go to the medical provider selected and approved by SCR9-1-1? If not, why not?

4.3 Safety Suggestions and Hazard Reporting

4.3.1 Employees are encouraged to immediately report to the Safety

Coordinator, their Supervisor, Senior Dispatcher (Lead), or any Safety Committee member any actual or suspected workplace hazard, unsafe condition or unsafe work practice.

4.3.1.1 Such a report should be made via an SCR9-1-1 Intranet Help Desk Ticket using the “Help Topic” *Safety* from the drop down. or utilizing the employee hazard report form attached as Form 4 (see Appendix A). Employees who wish to provide a safety suggestion or report a hazard anonymously may do so by submitting the above-mentioned form to the in-box of any of the persons mentioned in Item 4.3.1.

4.3.1.2 As an alternative, the employee may report orally. If an oral report is made to the Safety Coordinator, a Supervisor, Senior Dispatcher (Lead), or a member of the Safety Committee, the recipient will prepare the Employee Hazard Report. All Employee Hazard Reports will be immediately submitted to the Safety Coordinator. The Safety Coordinator will investigate the report and forward it to the General Manager along with recommendations, if applicable. Upon approval by the General Manager, the Safety Coordinator will implement any appropriate corrective or remedial measures in a timely manner. A copy of the original report will be returned to the reporting party with sections completed denoting actions taken, if any.

5.0 HAZARD IDENTIFICATION AND EVALUATION

5.1 Safety Inspections

5.1.1 The Safety Coordinator will be responsible for making periodic workplace inspections in order to identify and evaluate workplace hazards, unsafe conditions and unsafe work practices.

5.1.1.1 The General Manager may, at his/her discretion, arrange for such inspections to be conducted by outside sources, e.g. the State Division of Occupational Safety and Health Consultation Service, or private risk management consultant. In conducting such inspections, the inspector will utilize the Workplace Safety Inspection Report Form 3 (see Appendix A), taken from the “Self-Inspections” checklist recommended by CAL/OSHA.

5.2 Inspection Schedule

5.2.1 Every four months and/or;

5.2.2 Whenever new processes, procedures, or equipment are introduced to the workplace that represent a new occupational safety or health hazard; and

- 5.2.3 Whenever the Safety Coordinator is made aware of a new or previously unrecognized hazard.

Note: For any inspections triggered under 5.2.2 or 5.2.3, the inspection may be limited to the work areas and systems that may be affected by the new information.

- 5.2.4 There will be no reprisal or discipline against an employee as a result of the employee's report of a workplace hazard, unsafe condition, or unsafe practice. The Safety Committee will review all reports at the subsequent Safety Committee meeting.

5.3 Hazard Assessment

- 5.3.1 The Authority has conducted a hazard assessment to identify potential hazards and exposures in the workplace. To continue to identify unsafe conditions, periodic inspections will be conducted to evaluate physical hazards, use of hazardous materials, and safe work practices.

6.0 INJURY/ILLNESS INVESTIGATION

6.1 Initial Report

- 6.1.1 As soon as possible after a workplace accident or report of occupation injury or illness, the Supervisor, or their designee, will complete the applicable sections of the Supervisor's Report of Employee Injury (Form 5 in Appendix A) and forward it to the Business Division (front office) as soon as possible. The front office will provide a copy of the completed form to the Safety Coordinator.

6.2 Investigation

- 6.2.1 After receiving the Supervisor's Report of Employee Injury (Form 5 in Appendix A), the Safety Coordinator will conduct an appropriate accident/injury/illness investigation.
- 6.2.2 Any necessary authorized corrective or remedial measures will be taken in a timely manner and documented on the report.
- 6.2.3 In all cases, the reports along with an explanation of action(s) taken, or not taken, will be returned to the original reporting party, as well as the General Manager.

6.3 Tracking of Hazards and Correction

- 6.3.1 The Safety Coordinator and the Safety Committee will track all reported, known, and suspected workplace hazards, unsafe conditions or unsafe work practices identified through hazard reports.

- 6.3.2 The Safety Coordinator and the Safety Committee will utilize the procedures set forth in 5.1 and 6.2.1 to ensure that all appropriate remedial or corrective measures are taken. The Safety Coordinator or the Safety Committee will indicate on the appropriate form and in the Committee minutes the date and nature of any corrective measure, or why a corrective or remedial measure was not necessary or was not taken, and any other appropriate comments.
- 6.3.3 In all cases the reports, along with an explanation of actions taken, or not taken, will be returned to the original reporting party, as well as the General Manager.

6.4 Reporting to Cal-OSHA

- 6.4.1 The Safety Coordinator, or designee, will report the following incidents orally, in person or by telephone, to the closest area office of CAL-OSHA immediately, but no later than eight (8) hours after awareness:

- 6.4.1.1 Fatalities

- 6.4.1.2 In-patient hospitalization of three (3) or more employees for more than observation or diagnostic testing,

- 6.4.1.3 amputation, loss of an eye, and any serious degree of permanent disfigurement.

- 6.4.2 The following information must be given:

- 6.4.2.1 Establishment name

- 6.4.2.2 Location of incident

- 6.4.2.3 Time of incident

- 6.4.2.4 Number of fatalities or hospitalized employees

- 6.4.2.5 Contact person

- 6.4.2.6 Phone number

- 6.4.2.7 Brief description of the incident

7.0 CORRECTION OF HAZARDS

When a hazard exists, it is corrected in a timely basis based on the severity of the hazard.

7.1 Imminent Danger

- 7.1.1 If imminent danger exists to any employees, management and/or

supervisors will immediately act to remove or mitigate the danger (refer to specific incident response safety plans –Section 2100: *Safety Program Procedures* of the SCR9-1-1 Policy and Procedure Manual.

7.2 Correction Process

7.2.1 Personnel who are provided with the necessary safeguards and training will correct the hazard. The correction process is based upon information obtained from employees, inspections and investigation.

8.0 TRAINING

8.1 Receipt of Training

8.1.1 Training will be provided to appropriate Authority employees as soon as practical after the establishment of this plan to the following groups of employees:

- All new employees upon hire;
- All employees given a new job assignment for which training has not been previously received;
- To all affected employees whenever substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard;
- To all affected employees whenever the Safety Coordinator, member of the Safety Committee, or any supervisor is made aware of a new, previously unrecognized hazard; and
- To all supervisors to familiarize themselves with the safety and health hazards to which employees under their immediate direction and control may be exposed.

8.2 Training Responsibility

8.2.1 The Safety Coordinator will work closely with the Training Unit to ensure:

- That all employees know how to safely perform their job duties;
- Are knowledgeable about the materials and equipment they work with;
- Are made aware of known hazards and how they are controlled;
- Are made familiar with this illness and prevention plan, safety rules, proper use of tools and equipment, proper protective equipment as needed, and proper methods of sitting, typing, and lifting;

- Know how, when and where to report injuries and suspected workplace hazards, unsafe conditions or unsafe work practices;
- Know the importance of safe and neat housekeeping, special hazards of the job, and safe operation of all equipment used in their work assignment;
- Receive regular and ongoing training in First Aid, CPR, and in the use of the Automated External Defibrillator (AED) along with the bag-valve mask; and
- Are knowledgeable of the Medical Provider Network and Company Nurse program.

8.2.2 The Training Unit will prepare appropriate written documentation to document all training and instruction provided to employees. The training and instruction documentation will include:

- The name of all employees who attended;
- Training dates;
- Subject of training;
- Types of training; and
- Training provider(s).

9.0 RECORD KEEPING

- 9.1 SCR9-1-1 will maintain the following records for a minimum of three years:
- 9.1.1 Schedule of inspections to identify unsafe conditions or work practices with the name(s) of person(s) conducting the inspections.
 - 9.1.2 Any action taken to correct unsafe conditions or practices.
 - 9.1.3 Schedule of safety and health training conducted by the organization to include employee name, training dates and type of training.
 - 9.1.4 Dates and minutes of Safety Committee meetings.
- 9.2 The Safety Coordinator or the designee of the General Manager will keep and maintain written records of all:
- 9.2.1 Safety Committee Meetings agendas and minutes.
 - 9.2.2 Workplace safety inspection reports.
 - 9.2.3 Employee hazard reports.
 - 9.2.4 Accident investigation reports.

- 9.2.5 Obtain a report on every injury or illness requiring medical treatment or any incident which might give rise to a worker's compensation claim.
 - 9.2.5.1 Employee's Claim for Worker's Compensation Benefits (Division of Worker's Compensation Form 1).
 - 9.2.5.2 Employer's Report Form 5020 online at York Insurance Services.
- 9.2.6 Record each injury or illness on the CAL/OSHA Log and Summary of Occupational Injuries and Illnesses (CAL/OSHA Form 300).
- 9.2.7 Prepare a Supplementary Record of the Occupational Injuries and Illnesses on CAL/OSHA Form 101.
- 9.2.8 Annually prepare the Summary CAL/OSHA Form 300, post it no later than February 1, and keep it posted where employees can see it until March 1.
- 9.2.9 These documents will be maintained for at least five (5) years. The above documents will be made available upon request to any member of the Safety Committee and to the State Division of Occupational Safety and Health.

10.0 COVID-19 PREVENTION PROGRAM (CPP)

Our COVID-19 Prevention Program (CPP) is designed to control exposures to the SARS-CoV-2 virus that may occur in our workplace. Our program has been updated to include the Cal/OSHANon-Emergency COVID-19 Prevention regulation, Title 8, 3205, which took effect on February 3, 2023, and will remain in effect for one additional year through February 3, 2025 except for recordkeeping requirements which shall apply until February 3, 2026. Additional revisions were made based on the California Department of Public Health COVID-19 updates effective March 13, 2023.

10.1 Scope

This program applies to all employees as outlined in the Cal/OSHA COVID-19 Emergency Temporary Standard, Title 8, 3205, with the following exceptions:

- Work locations with one employee who does not have contact with other persons.
- Employees working from home.

It's important to note that some provisions of Cal/OSHA's COVID-19 emergency regulation may be suspended, or more stringent requirements may need to be implemented based on updated guidance and orders from the CDPH, the Governor's Office, the local county, or local health department. The Authority will regularly check for updates from Cal/OSHA, the California Department of

Public Health (CDPH), and other relevant state, county, and local health departments. Follow-up will include a regular review of the following websites:

- Cal/OSHA COVID-19 Prevention Emergency Temporary Standards FAQs.
- CDPH COVID-19 Guidance.

10.2 Authority and Responsibility

The Authority's General Manager has overall authority and responsibility for implementing the provisions of this CPP in our workplace. In addition, all department heads, managers, and supervisors are responsible for implementing and maintaining the CPP in their assigned work areas and for ensuring employees receive answers to questions about the program in a language they understand.

All employees are responsible for using safe work practices; following all directives, policies, and procedures; and assisting in maintaining a safe work environment.

10.3 Identification and Evaluation of COVID-19 Hazards

The Authority implements the following in our workplace:

- Conduct workplace-specific evaluations using the Appendix A: Identification of COVID-19 Hazards form.
- Evaluate employees' potential workplace exposures to all persons at, or who may enter, our workplace.
- Develop and implement a COVID-19 procedure to respond effectively and immediately to individuals at the workplace who are a COVID-19 case to prevent or reduce the risk of transmission in the workplace.
- Review applicable orders and general and industry-specific guidance from the State of California, Cal/ OSHA, and the local health department related to COVID-19 hazards and prevention including:
 - Cal/OSHA-CDPH Interim Guidance for Ventilation, Filtration, and Air Quality in Indoor Environment.
 - CDPH Face Covering Requirements.
 - CDPH Isolation and Quarantine Guidance.
 - Applicable CDPH Employees & Workplaces Guidance.
- Evaluate existing COVID-19 prevention controls in our workplace and the need for different or additional controls, including maximizing the

effectiveness of ventilation and air filtration.

- Conduct periodic inspections using the Appendix B: COVID-19 Inspections form as needed to identify and evaluate unhealthy conditions, work practices, and work procedures related to COVID-19 and to ensure compliance with our COVID-19 policies and procedures.

10.4 Employee Participation

Employees and their authorized employee representatives are encouraged to participate in the identification and evaluation of COVID-19 hazards by participating in planning meetings, reporting hazards anonymously as outlined in the IIPP, assisting in hazard assessments and hazard identification.

10.5 Employee Screening

Authority employees are required to conduct self-screening protocols prior to coming to work such as taking their temperature with the touch-free thermometer in the break room.

10.6 Correction of COVID-19 Hazards

Unsafe or unhealthy work conditions, practices, or procedures will be reported to the Safety Coordinator, General Manager, Operations Manager, Supervisors, or Lead Dispatchers.

10.7 Control of COVID-19 Hazards

10.7.1 Face Coverings

Employees will be provided face coverings and required to wear them when required by a CDPH regulation or order. Face coverings will be clean, undamaged, and worn over the nose and mouth.

When employees are required to wear face coverings under the applicable standard(s), the following exceptions apply:

- When an employee is alone in a room or vehicle.
- While eating or drinking at the workplace, provided employees are at least six feet apart and outside air supply to the area, if indoors, has been maximized to the extent feasible.
- Employees who cannot wear face coverings due to a medical or mental

health condition or disability or who are hearing-impaired or communicating with a hearing-impaired person. Alternatives will be considered on a case-by-case basis.

The Authority will not prevent any employee from wearing a face covering when it is not required unless it would create a safety hazard, such as interfering with the safe operation of equipment. In addition, face coverings will be provided to any employee that requests one, regardless of their vaccination status.

10.7.2 Engineering Controls

The Authority will maximize, to the extent feasible, the quantity of outside air for our buildings with mechanical or natural ventilation systems.

The Authority has evaluated whether it is possible to increase filtration efficiency to the highest-level compatible with the facilities' existing ventilation systems. We have taken into consideration circumstances where the amount of outside air needs to be minimized due to other hazards, such as heat or wildfire smoke. All systems will be properly maintained and adjusted as required by the manufacturer's instructions.

10.7.3 Hand Sanitizing

In order to implement effective hand sanitizing procedures, the Authority:

- Evaluated handwashing facilities and determined if there was a need for additional facilities.
- Installed hands-free soap dispensers.
- Allows time for employee handwashing and encourages the 20 second rule.
- Provides employees with an effective hand sanitizer.

10.7.4 Personal Protective Equipment (PPE)

The Authority evaluates the need for PPE (such as gloves, goggles, and face shields) as required by CCR Title 8, section 3380, and provide such PPE as needed.

Upon request, we will provide respirators for voluntary use to all employees who are working indoors or in vehicles with more than one person. We will encourage their use and ensure employees are provided with a respirator of the correct size.

Additional measures will be utilized as required by state and local health departments.

10.7.5 Testing of Employees

The Authority makes COVID-19 testing available at no cost, during paid time, to all employees who had close contact in the workplace, who have COVID-19 symptoms, and during outbreaks and major outbreaks.

10.7.6 Investigating and Responding to COVID-19 Cases

The Authority has developed procedures to investigate COVID-19 cases that include seeking information from our employees regarding COVID-19 cases, close contacts, test results, and onset of symptoms.

The Authority also ensures the following is implemented:

- Employees that had a “close contact are offered COVID-19 testing at no cost during their working hours, through their health provider or if not covered by insurance offered testing through another provider.
- Provided information on benefits as outlined in the Training and Instruction section.
- Provide written notice within one business day of our knowledge of a COVID-19 case that people at the “worksites” may have been exposed to COVID-19. This notice will be provided to all employees (and their authorized representative), independent contractors and other employers on the premises at the same worksite as the COVID-19 case during the “infectious period.”

10.7.7 System for Communicating

The Authority’s goal is to ensure we have effective two-way communication with our employees in a form they can readily understand, and it includes the following:

- Requiring employees to report COVID-19 symptoms and possible hazards to the General Manager, Operations Manager, Safety Coordinator, Supervisors, or Dispatch Leads.
- Instructing employees not to report to work when sick.
- Informing employees, they can report symptoms and hazards without fear of reprisal.

- Providing reasonable accommodations for employees with medical or other conditions that put them at increased risk of severe COVID-19 illness when possible.
- The Authority will make testing available at no cost, during paid time, to all employees of the District who had close contact in the workplace and provide them with the information on benefits described in Title 8, Section 3205.
- Where testing is not required, advising employees to contact their personal physician, or the county health department for information on where they can access COVID-19 testing. COVID-19 testing is not required for employees with COVID-19 cases who have returned to work and have remained free of COVID-19 symptoms for 90 days after the initial onset of COVID-19 symptoms, or for COVID-19 cases who never developed symptoms for 90 days after their first positive test.
- Providing information about COVID-19 hazards to employees (and other employers and individuals in contact with our workplace) who may be exposed on what is being done to control those hazards.
- In the event the Authority is required to provide testing because of a workplace exposure or outbreak, it will communicate the plan for providing testing and inform affected employees of the reason for the testing and the possible consequences of a positive test.

10.7.8 Training and Instruction

The Authority will provide effective training and instruction that include:

- COVID-19 procedures to protect employees from COVID-19 hazards, and how to participate in the identification and evaluation of COVID-19 hazards.
- Information regarding COVID-19-related benefits to which the employee may be entitled under applicable federal, state, or local laws.
- The fact that COVID-19 is an infectious disease that can be spread through the air. It may be transmitted when a person touches a contaminated object and then touches their eyes, nose, or mouth, and an infectious person may have no symptoms.
- Our policy for providing respirators, and the right of employees who are not fully vaccinated to request a respirator for voluntary use as

stated in this program, without fear of retaliation and at no cost to employees. Whenever respirators are provided for voluntary use under the COVID-19 Standard, the training will be provided on how to properly wear and test the respirator.

- The fact that particles containing the virus can travel more than six feet, especially indoors, so physical distancing, face coverings, increased ventilation indoors, and respiratory protection decrease the spread of COVID-19 and are most effective when used in combination.
- The importance of frequent handwashing with soap and water for at least 20 seconds and using hand sanitizer when employees do not have immediate access to a sink or handwashing facility.
- Proper use of face coverings and the fact that face coverings are not respiratory protective equipment. N95s and more protective respirators protect the users from airborne disease while face coverings are intended to primarily protect people around the user.
- The conditions under which face coverings must be worn at the workplace and that face coverings are additionally recommended outdoors for people who are not fully vaccinated if six feet of distance cannot be maintained. Employees can request face coverings from the employer at no cost to the employee and can wear them at work, regardless of vaccination status, without fear of retaliation.
- COVID-19 symptoms and the importance of obtaining a COVID-19 test and not coming to work if the employee has COVID-19 symptoms.
- Information on how to access COVID-19 testing and vaccination; and the fact that vaccination is effective at preventing COVID-19, protecting against both transmission and serious illness or death.

Training will be documented per our Injury & Illness Prevention Program requirements.

10.7.9 Exclusion of COVID-19 Cases

Where we have a COVID-19 case in our workplace and employees who had a close contact, we will limit transmission by:

- Ensuring COVID-19 cases are excluded from the workplace until our return-to-work requirements are met.

- Reviewing current CDPH guidance for persons who had close contacts, including any guidance regarding quarantine or other measures to reduce transmission.
- Developing, implementing, and maintaining effective policies to prevent transmission of COVID-19 by persons who had close contacts.
- Continuing and maintaining an employee’s earnings, seniority, and all other employee rights and benefits whenever we’ve demonstrated that the COVID-19 exposure is work-related.
- Providing employees at the time of exclusion with information on available benefits.

10.7.10 Reporting, Record Keeping, and Access

It is the Authority’s policy to:

- Report information about COVID-19 cases at our workplace to the local health department whenever required by law, and provide any related information requested by the local health department.
- Maintain records of the steps taken to implement our written COVID-19 Prevention Program as required.
- Make our written COVID-19 Prevention Program available at the workplace to employees, to authorized employee representatives, and to representatives of Cal/OSHA immediately upon request.
- Use the Appendix A: Investigating COVID-19 Cases form to keep a record of and track all COVID-19 cases. These records will be kept by the Safety Coordinator and retained for two years beyond the period in which it is necessary to meet the requirements of CCR, Title 8, sections 3205, 3205.1, 3205.2, and 3205.3. The notification requirements will be kept in accordance with Labor Code section 6409.6 or any successor law. The information will be made available to employees, authorized employee representatives, or as otherwise required by law, with personal identifying information removed.

10.7.11 Return-to-Work Criteria

According to the California Department of Public Health, isolation and quarantine have proven to reduce COVID-19 transmission. The following return-to-work criteria is based on the CDPH guidelines as of June 9, 2022 for non-health care work settings. As directed by Cal/OSHA, the criteria will automatically update if CDPH updates their guidelines. The Authority

will keep abreast of guideline updates and changes.

The Authority will meet the following return to work criteria for COVID-19 cases and employees excluded from work:

- COVID-19 cases, regardless of vaccination status or previous infection and who do not develop symptoms or symptoms are resolving, cannot return to work until we can demonstrate that all of the following criteria have been met:
 - At least five days have passed from the date that COVID-19 symptoms began or, if the person does not develop COVID-19 symptoms, from the date of first positive COVID-19 test;
 - At least 24 hours have passed since a fever of 100.4°F or higher has resolved without the use of fever reducing medications; and
 - A negative COVID-19 test from a specimen collected on the fifth day or later is obtained; or, if unable to test, 10 days have passed from the date that COVID-19 symptoms began or, if the person does not develop COVID-19 symptoms, from the date of first positive COVID-19 test.
- COVID-19 cases, regardless of vaccination status or previous infection, whose COVID19 symptoms are not resolving, may not return to work until:
 - At least 24 hours have passed since a fever of 100.4°F or higher has resolved without the use of fever-reducing medication; and
 - 10 days have passed from when the symptoms began.
- COVID-19 tests may be self-administered and self-read only if the following independent verification of the results can be provided such as a time-stamped photograph of the results.
- Regardless of vaccination status, previous infection, or lack of COVID-19 symptoms, a COVID-19 case shall wear a face covering in the workplace until 10 days have passed since the date that COVID-19 symptoms began or, if the person did not have COVID-19 symptoms, from the date of their first positive COVID-19 test.
- The return to work requirements for COVID-19 cases who do or do not develop symptoms apply regardless of whether an employee has previously been excluded or other precautions were taken in response to an employee's close contact or membership in an exposed group.

- If an order to isolate, quarantine, or exclude an employee is issued by a local or state health official, the employee will not return to work until the period of isolation or quarantine is completed or the order is lifted.

11.0 EMERGENCY MEDICAL PROCEDURES

11.1 Work-Related Injuries

11.1.1 The Supervisor will be notified immediately by the Lead dispatcher.

11.1.2 The Supervisor will notify the Safety Coordinator as soon as possible.

11.1.3 The Supervisor will assist the injured employee and call Company Nurse for assistance in accessing appropriate medical treatment.

11.1.4 The Supervisor will verify that the injured employee has been transported to an appropriate medical facility and is being treated, if necessary.

11.1.4.1 The Supervisor, or their designee, will complete the Supervisor's Report of Employee Injury (Form 5) and forward it to the front office in accordance with Policy No. 2010, section 2.2.4.

11.1.5 The Safety Coordinator will make a full report of the incident as soon as possible to the General Manager as well as the status of the employee.

11.2 First Aid

11.2.1 Approved first aid kits will be maintained in the Conference Room, locker rooms, and in the kitchen.

11.2.1.1 The Safety Coordinator will cause first aid kits to be inspected regularly and restocked as necessary.

11.3 Emergency Medical Response

11.3.1 The Supervisor or Lead Dispatcher (in the absence of the Supervisor) will verify that the employee is assessed for any sign of Priority Symptoms as described in the Medical Priority Dispatch System (EMD) by a certified Medical Priority Dispatcher.

11.3.2 Fire and ambulance personnel will be dispatched to the Center immediately, and Post-dispatch or Pre-arrival aid will be rendered as per the Medical Priority Dispatch System (EMD). Priority Symptoms are described as:

- Difficulty breathing
- Altered level of consciousness
- Chest pain

- Uncontrolled bleeding

11.4 Non-Emergency Work-Related Injuries

11.4.1 In the absence of priority symptoms, the injured employee will contact his/her Supervisor to relate the nature of the injury.

11.4.2 The injuries will be assessed through the Medical Priority Dispatch System (EMD) and a medical response, if necessary, will be dispatched at the priority level advised. Post-Dispatch aid will be rendered as per MPDS (EMD).

11.4.3 If an ambulance is not required by the injured employee, the employee will be transported to the nearest appropriate medical facility.

11.5 Work-Related Illness

11.5.1 If an employee suspects a work-related illness, s/he will immediately contact their Supervisor. In the absence of the Supervisor, the Lead Dispatcher will immediately contact the duty Supervisor. After discussing the matter with the employee, the Supervisor will pursue the appropriate medical examination and/or consultation.

11.6 Work-Related Injury/Illness Reporting

11.6.1 As soon as practical following any report of a work-related injury or illness, the Supervisor or his or her designee will comply with the record keeping requirements set forth above.

11.6.1.1 The Employee's Claim for Worker's Compensation Benefits, Form 1, must be provided to the employee, or in the event the employee is not available, to employee's dependent as soon as possible. In any event the Employee's Claim for Worker's Compensation Benefits, Form 1 must be delivered to the employee or their representative within 24 hours of learning of a work-related injury or illness.

12.0 FIRE SAFETY

12.1 Ensure good housekeeping is maintained, keeping work areas clean and free of debris.

12.2 Make sure all electrical equipment is protected.

12.3 Store flammable materials in approved safety cans and/or cabinets.

12.4 Maintain electrical circuits so they do not become overloaded.

- 12.5 Use only space heaters that have:
- An automatic “tip-over” device that shuts the unit off if the device should topple over.
 - Sufficient electrical power on the circuit to handle the space heaters electrical needs.
- 12.6 Keep fire exits and escape routes clear and well-marked.
- 12.7 Know how to use fire extinguishers.
- 12.7.1 All employees will complete “Fire Extinguisher” training.
- 12.8 Know where alarm boxes are located.

13.0 HAZARD COMMUNICATION

13.1 Hazard Communication Program Element

- 13.1.1 This hazard communication program element of SCR9-1-1’s Safety Plan is intended to minimize the risk of hazardous substances found in the workplace.
- 13.1.2 Copies of all Safety Data sheets (SDS) for all hazardous substances to which employees of SCR9-1-1 may be exposed are kept in the front office.
- 13.1.2.1 The Safety Coordinator is responsible for obtaining and maintaining SDS for SCR9-1-1. SDS will be reviewed for completeness by the Safety Coordinator by checking each of the eight (8) sections for completeness. If a SDS is missing or obviously incomplete, a new SDS will be requested from the manufacturer. The State Division of Occupational Health will be notified if a complete SDS is not received.
- 13.1.2.2 SDS’s are available to all employees for review during regular work hours. If an employee learns that an SDS is not available, or a new hazardous substance(s) is used in the workplace without an MSDS, the employee must contact the Safety Coordinator or Supervisor immediately.
- 13.1.3 All hazardous substances must be pre-approved prior to usage. Hazardous substances will only be used in strict accordance with the label instructions and warnings, and the data, precautions and procedures for handling, storage disposal and use are contained on the SDS. Hazardous substances will not be used by SCR9-1-1 employees unless the container is properly labeled with the following:

- The contents
- Name of the manufacturer
- Hazard warnings
- Exposure Information

13.1.4 For any employee(s) who may be exposed to hazardous substances in the SCR9-1-1 workplace, the Safety Coordinator will provide such employees with a copy of this hazard communication program and instruct the employees about the hazardous substances as reflected on the SDS. Such training will be given at the time of an employee's initial assignment to a work area where the employee may be exposed to hazardous substances, and whenever a new hazard is introduced into the work area.

13.2 Training and Instruction

13.2.1 The training and instruction must consist of at least the following topics:

13.2.1.1 Information on where hazardous substances are stored and used.

13.2.1.2 The location of and how to review or obtain a copy of SDSs.

13.2.1.3 The details of the hazardous communication program, including an explanation of how to read, understand and use container labels and MSDSs.

13.3 Outside Contractors

13.3.1 In order to protect outside contractors and their employees who may work in the SCR9-1-1 workplace and be exposed to hazardous substances, prior to commencing any work where there may be such exposure, the Safety Coordinator will provide the contractor with information concerning the hazardous substance(s) and appropriate precautions and protective measures that the contractor and its employees can take to prevent the possibility of exposure.

14.0 ERGONOMIC PLAN

14.1 Purpose

14.1.1 The purpose of this program is to educate employees to assist in the prevention or minimization of injuries resulting from repetitive stress and workplace ergonomic risk factors. These injuries are often associated with sedentary office work, involving computers and information technology, however, exposures may be found in multiple job descriptions and tasks. As such, and per the applicable State regulations, this program applies to all Santa Cruz Regional 9-1-1 employees.

Our aim is to ensure that all work-stations have been evaluated and/or are

set up ergonomically to minimize user risk and maximize comfort and efficiency. As with all safety measures, to be effective, good ergonomic practices must be incorporated at the operational level. To do this, we have established two general categories as part of this Ergonomic Plan: Routine Ergonomic Education and Non-routine Ergonomic Evaluations, defined below.

14.2 Education and Evaluations

14.2.1 Routine Ergonomic Education is performed by the agency for all new employees as part of the Academy, via CTOs, or from Safety Coordinator (for non-dispatch employees) or when requested by an employee.

14.2.2 Non-routine Ergonomic Evaluations are performed by a professional organization when an employee has:

1. Filed a Worker's Compensation claim related to repetitive stress or musculoskeletal injury.
2. Applied for a Reasonable Accommodation for a repetitive stress or musculoskeletal injury.
3. Returned to work from a non-work-related repetitive stress or musculoskeletal injury with restrictions or requests for accommodation. These would be specified on a Return to Work form from a medical provider.
4. Had a routine evaluation but continues to have issues or exposure to repetitive stress injury risk factors and makes a request or provides a doctor's note.

14.3 Department Head Responsibilities

1. Establish internal, departmental procedures for the implementation of this Section (see procedures below).
2. Assign employees to perform routine work-station evaluations for departmental employees. Ensure that these employees receive training and any other needed support via the Safety Coordinator or professional organization.
3. Encourage employees to access the Agency's Intranet Ergonomic page for multiple sources of information regarding ergonomic risks and prevention of exposures.

4. Consider ergonomic factors when moving departmental employees or when ordering lighting, furniture, office and work-station supplies.
5. Make work-station evaluations available to all employees per the procedures below. Schedule evaluations during normal work hours, while the employee is present at the work-station, not during morning, lunch or afternoon break periods.
6. Implement in a timely manner all recommendations in work-station evaluation checklists to the extent feasible.
7. Where recommendations are infeasible, contact the General Manager to develop feasible alternatives.
8. Share written work-station evaluation checklists with affected employees, supervisors, and the Safety Coordinator.

14.4 Departmental Procedures for Evaluations Performed by a Professional Organization

1. The Safety Coordinator will ensure the evaluation is complete and is submitted to the General Manager upon receipt of report. The Operations Manager, Systems Manager, and Supervisors will be cc'd as applicable.
2. The Department will approve and implement recommendations by ordering and installing equipment or ergonomic aids.
3. If any recommendations are deemed infeasible, the General Manager will be consulted to discuss feasible alternatives.

14.5 Safety Coordinator Procedures

1. Review all "Supervisor's Report of Injury" forms, filed with all WC claims. Identify injuries due to repetitive stress and ergonomic risk factors.
2. Notify the General Manager and work with the workers compensation carrier to determine if an ergonomic evaluation is appropriate for the injury.
3. Should a professional ergonomic evaluation be completed, submit to the General Manager as well as other appropriate management.
4. Ensure the Department approves and implements recommendations by ordering equipment and ergonomic aids and working with Systems, or appropriate staff, on installing said equipment and aids.
5. If any recommendations are deemed infeasible, the General Manager will

consult with the workers compensation carrier on other alternatives.

14.6 Training

14.6.1 Departmental Procedures

1. Provide ergonomics training to all new dispatch employees during their Academy, via CTOs or from Safety Coordinator (for non-dispatch employees).
2. Within 30 days of assigning any on-line ergonomic training to employees, check the employee training database to ensure that the courses have been completed.
3. Contact any employee who has not completed on-line training and direct them to complete it within 30 days.

14.6.2 Safety Coordinator Procedures

1. Ensure ergonomics training is kept up to date by all employees.
2. Ensure training documents and checklists are updated according to standard practice.

15.0 SAFETY RULES AND PROCEDURES

15.1 General

- 15.1.1 All work-related accidents and injuries, suspected work-related injuries or illnesses, and known workplace hazards, unsafe conditions or unsafe work practices must be immediately reported to the employee's supervisor. Supervisor will report the incident to the Safety Coordinator as soon as practicable.
- 15.1.2 An employee will not operate any machinery or equipment until he or she has received instruction and training.
- 15.1.3 Horseplay, scuffling and other acts which tend to have an adverse effect on the safety or well-being of employees is prohibited.
- 15.1.4 All spilled oil, grease, water and other liquids must be cleaned up immediately by the person responsible for the spill.
- 15.1.5 Fire extinguishers must be kept accessible at all times. Fire hydrants and areas around sprinkler heads must be kept free and clear of obstructions.
- 15.1.6 All exits must be kept clear and useable at all times.

- 15.1.7 All work areas must be kept clean and orderly.
- 15.1.8 Restrooms must be maintained in a clean and sanitary manner.
- 15.1.9 Electrical outlets are not to be overloaded, and the use of extension cords should be minimized.
- 15.1.10 All equipment and machines will be operated only in their intended manner and in accordance with safe operating procedures.
- 15.1.11 First aid kits must be kept well stocked and easily accessible.
- 15.1.12 Proper lifting techniques will be utilized when moving boxes, equipment, files, etc.
- 15.1.13 Materials will not be stored against doors or exits, fire ladders, or fire extinguishers.
- 15.1.14 Garbage and trash will be disposed of in proper waste containers.
- 15.1.15 Spitting on the floor is prohibited.
- 15.1.16 Hand trucks will be loaded in such a manner as to avoid the possibility of spilling and will be pulled when in transit except when going down an incline or placing the load in position.
- 15.1.17 Protruding nails in boxes, skids or other containers will be removed or made flush.
- 15.1.18 Sunglasses will not be worn indoors.
- 15.1.19 Inappropriate footwear or shoes with thin or badly worn soles will not be worn.
- 15.1.20 Footwear will be worn at all times.
- 15.1.21 No employee will remove, damage, destroy, or tamper with any safety or protective device, safeguard notice or warning.
- 15.1.22 No unauthorized personnel will climb onto or be on the roof of the Communications Center or the tower structure.
- 15.1.23 Personnel should not walk onto golf course property, and always be mindful of golf carts and golfing activity.
- 15.1.24 Chemicals classified as “Hazardous materials” or “hazardous substances” as defined by the State Division of Occupational Safety and Health will not be purchased, brought into the workplace, or used without the appropriate Material Safety Data Sheets (MSDS) and

container label.

- 15.1.25 Any hazardous material or hazardous substance will be used only in strict accordance with the label instructions and the data, precautions and procedures for handling, storage, disposal and use contained on the MSDS.

16.0 OFFICE SAFETY

- 16.1 Files, equipment or other items will not be left on the floor so as to present a tripping hazard.
- 16.2 Only one file cabinet drawer will be opened for use at a time and file cabinet drawers will be closed when not in use.
- 16.3 There will be no beverages in the immediate vicinity of any electrical equipment, including computer keyboards and monitors, processing units, typewriters, copiers and fax machines, unless the beverage has been placed in an approved safety cup.
- 16.4 Employees will advise their supervisor or the Safety Coordinator if background lighting causes glare or a reduced clarity of vision on a video display terminal (VDT) screen. Where necessary, appropriate glare screens will be placed on VDTs to avoid injury or eyestrain.
- 16.5 Correct posture will be maintained to prevent injury to the back, neck, hands, wrists or other body parts.
- 16.6 All office equipment will be maintained according to manufacturer's specifications or industry ergonomic standards and repairs will be performed only by trained personnel.
- 16.7 No employee should put their feet or legs on the radio consoles or chairs, or sit on or lean up against the radio consoles.
- 16.8 Chairs should never be stood upon.

17.0 TOOLS AND SHOP

- 17.1 All tools and equipment will be maintained in good condition and in accordance with the manufacturer's specifications.
- 17.2 Only appropriate tools will be used for a job.
- 17.3 Safety glasses will be worn where eye protection is required.
- 17.4 When there is a danger of hair entangling in moving machinery or equipment, a cap or hat (not a hair net) must be worn.

- 17.5 No employee will use any machinery or piece of equipment until he or she is trained, qualified and authorized to operate it.
- 17.6 Power machinery will be kept free of unnecessary tools, rags and scrap while in operation.
- 17.7 Rings, jewelry, watches, gloves, neckties, long sleeves, or loose clothing will not be worn near or while operating machinery or other sources of entanglement.
- 17.8 Compressed air will not be used to clean floors or to clean clothes, hands or other body parts.
- 17.9 Any defective tool or equipment must be immediately reported to the employee's supervisor. Supervisor will notify the Safety Coordinator.
- 17.10 Tools will be stored in a dry, secure location and will be returned after use.

18.0 LADDER SAFETY

18.1 Portable Ladder Use

18.1.1 Employees authorized to use a ladder will complete "Ladder Safety" training.

18.1.2 Before using a ladder, its condition will be checked.

18.1.2.1 Ladders will be maintained in good condition.

18.1.2.2 Ladder rungs and steps will be kept free of grease and oil.

18.1.3 Ladders will be used with the utmost safety in mind at all times.

18.1.3.1 A ladder will not be used in front of doors that open towards the ladder unless the door is locked or guarded.

18.1.3.2 The user must always face the ladder when ascending or descending.

18.1.3.3 When used to gain access to roofs or platforms, rung ladders must exceed at least three feet above the elevated surface.

18.1.3.4 The proper size and strength of a ladder or step stool will be used as appropriate. Employees will not use chairs, boxes, etc., in place of a proper ladder or step-stool.

18.2 Step Ladders

18.2.1 Make sure the spreaders are locked open before climbing.

18.2.2 Place ladder only where it is safe to do so.

18.2.3 Keep at or below the second rung from the top.

19.0 VEHICLES

19.1 Private Vehicles

19.1.1 Private vehicles will not be used for SCR9-1-1 work unless authorized to do so by the General Manager.

19.1.2 Employees authorized by the General Manager to use their private vehicle will be in compliance with Policy No. 350, Travel.

20.0 SPECIFIC INCIDENT RESPONSE SAFETY PLANS

20.1 The Specific Incident Response Safety Plans are pre-planned response actions and responsibilities in the event of the following types of emergency situations.

- Violent Intruder
- Bomb Threat
- Natural Gas Leak
- Earthquake
- Fire/Explosion
- Medical Emergency

20.2 The Specific Incident Response Safety Plans are located in Section 2100: *Safety Program Procedures* – SCR9-1-1 Policy and Procedure Manual.

20.3 The Workplace Violence Policy 2105 is located in Section 2100: *Safety Program Procedures* – SCR9-1-1 Policy and Procedure Manual.

20.4 The Employee Wellness Program Policy 1350 is located in Section 1000: *Personnel Policies* – SCR9-1-1 Policy and Procedure Manual.

Confirmation of Receipt

I hereby acknowledge that I have received a copy of the Santa Cruz Regional 9-1-1 Safety Plan. I understand that I am to promptly read its contents, then sign, date and return this page to my supervisor within two (2) weeks of receipt. I understand that if I have any questions about the handbook or its contents, I am to discuss them with my supervisor or the General Manager. I acknowledge that I am expected to read, understand, and adhere to SCR9-1-1's Safety Plan.

Employee's Name (print or type)

Date: _____

Employee Signature



DATE: October 17, 2024
TO: Santa Cruz Regional 9-1-1 Board of Directors
FROM: Amethyst Uchida, General Manager
SUBJECT: Item 4.7, Approve Phase Two of the Administrative Personnel Reorganization

RECOMMENDATION:

Approve revisions to Policies 1021 – *Class Specifications* and 1180 – *Authorized Positions* and job descriptions for: Accounting Technician, Senior Administrative Assistant, GIS Technician, Systems Technician, and Systems Manager.

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. In August 2024, the first modifications to the Authority’s classification plan were made and today’s recommendation is to:

- Add a new classification, Accounting Technician, in the Business Division; approve a job description for this new classification; and authorize one additional FTE to support hiring and training in the first half of 2025.
 - One FTE will be deleted from Policy 1180 after the incumbent departs.
- Approve updated job descriptions for the following positions:
 - Senior Administrative Assistant
 - GIS Technician
 - Systems Technician
 - Systems Manager

DISCUSSION:

Today’s RECOMMENDATION is to update Policy 1021 – *Class Specifications* and Policy 1180 – *Authorized Positions* as presented in the packet; to approve updated job descriptions for Senior Administrative Assistant, GIS Technician, Systems Technician, and Systems Manager; and to approve a job description for new classification Accounting Technician.

FISCAL IMPACT:

The fiscal impact of the RECOMMENDATION was accounted for when the FY 2024/2025 budget was approved and funds are available to support the recommended actions (approximately \$20,000 due to over-hiring to support a staff transition).



**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No.	1021	Date Issued:	December 1, 1993
Section:	1000 – Personnel Policies	Date Revised:	July 28, 2022 <u>October 17, 2024</u>
SUBJECT: CLASS SPECIFICATIONS - GENERAL			
APPROVED: _____ Board Chairperson			

- 1.0 The following are the Authority Job Classifications which are to be developed and maintained as required by Policy No. 1020 (Classification Plan) and their corresponding Board approval dates:
 - 1.1 Assistant General Manager
 - 1.1.1 Board Approval – 11/15/07
 - 1.2 Public Safety Communications Division Manager
 - 1.2.1 Board Approval - 3/22/07
 - 1.3 Public Safety Communications Systems Manager
 - 1.3.1 Board Approval - 6/1/05
 - 1.4 Public Safety Communications Operations Coordinator
 - 1.4.1 Board Approval – 11/15/07
 - 1.5 Public Safety Communications Systems Coordinator
 - 1.5.1 Board Approval – 11/15/07
 - 1.6 Public Safety Communications Operations Supervisor

- 1.6.1 Board Approval - 8/4/94
- 1.7 Public Safety Communications Systems Supervisor
 - 1.7.1 Board Approval - 3/1/01
- 1.8 Senior Public Safety Dispatcher (Level III)
 - 1.8.1 Board Approval - 11/17/94
- 1.9 Public Safety Dispatcher (Levels I/II)
 - 1.9.1 Board Approval - 10/26/00
- 1.10 Public Safety Communications Systems Technician
 - 1.10.1 Board Approval - 3/27/03
- 1.11 Public Safety Dispatcher Assistant II
 - 1.11.1 Board Approval - 10/24/2013
- 1.12 Public Safety Dispatcher Assistant
 - 1.12.1 Board Approval - 2/10/99
- 1.13 Senior Administrative Assistant
 - 1.13.1 Board Approval - 10/24/2013
- 1.14 Administrative Assistant
 - 1.14.1 Board Approval - 5/23/02
- 1.15 Public Safety Communications Intern
 - 1.15.1 Board Approval - 10/14/98
- 1.16 Public Safety Communications Senior Systems Technician
 - 1.16.1 Board Approval – 3/23/06
- 1.17 Public Safety Communications Geographic Information Systems Technician
 - 1.17.1 Board Approval 2/23/17
- 1.18 Office Supervisor
 - 1.18.1 Board Approval 2/23/17

1.19 Support Services Administrative Analyst

~~1.19~~

1.19.1 Board Approval 7/28/22

1.20 Administrative Services Supervisor

1.20.1 Board Approval 8/15/2024

1.21 Information Technology Analyst

1.21.1 Board Approval 8/15/2024

1.22 Accounting Technician

~~1.19.11.22.1~~ Board Approval 10/17/2024

2.0 The following are the minimum employment standards applicable to all Public Safety Dispatch Classes:

2.1 Must be eighteen (18) years old.

2.2 Have the ability to hear and comprehend radio traffic and routine interpersonal communications with supervisors and dispatchers working adjacent console assignments.

2.3 Have color vision adequate to determine various console lighting displays.

2.4 Have the ability to read, write and speak clear and concise English.

2.5 Have legible handwriting.

2.6 Have manual dexterity sufficient to operate a computer terminal, telecommunications device and multi-function radio operating console.

2.7 Have the physical, mental and functional ability to work efficiently and accurately in a fast-paced environment and to remain calm and professional when handling potentially stressful incidents.

2.8 Pass a comprehensive law enforcement background investigation.

2.9 Shall not have been convicted of any felony or any other crime which would prohibit Department of Justice approval for access to confidential law enforcement information.

2.10 SCR911 employs only United States citizens and non-citizens who are authorized to work in the United States, and does not unlawfully discriminate

on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form (I-9) and present documentation establishing identity and employment eligibility no later than three (3) days following date of hire. If appropriate documentation is not received within this time, the employment relationship will be terminated.

- 3.0 The duties of all Public Safety Dispatch classes require the employees in those classes to meet certain standards of health and physical condition, listed in 2.0 above. If, at any time, the Authority determines there are reasonable indicators that an employee no longer meets one or more of the standards listed in 2.0 above, the Authority may require that employee to submit to a medical examination by a physician approved by the Authority for the purpose of determining that the employee is physically/mentally able to perform the functions of the employee's position.



**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No.	1180	Date Issued:	December 1, 1993
Section:	1000 – Personnel Policies	Date Revised:	<u>October 17, 2024</u>
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 Systems Manager	1	Exempt
1.5 P.S. Comm. Operations Coordinator	0	Exempt
1.6 Systems Coordinator	0	Exempt
1.7 P.S. Comm. Operations Supervisor	3	Exempt
1.8 Systems Supervisor	1	Exempt
1.9 Senior P.S. Dispatcher (III)	46	Non-Exempt
or		
1.10 P.S. Comm. Dispatcher (II)		Non-Exempt
or		
1.11 P.S. Comm. Dispatcher (I)		Non-Exempt
or		

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 or	2	Non-Exempt
1.15	Bilingual (Spanish/English) P.S. Comm. Dispatcher II or		Non-Exempt
1.16	Bilingual (Spanish/English) P.S. Comm. Dispatcher I or		Non-Exempt
1.17	Bilingual (Spanish/English) P.S. Dispatcher Assistant I or		Non-Exempt
1.18	Bilingual (Spanish/English) P.S. Dispatcher Assistant II		Non-Exempt
1.19	Administrative Analyst	1	Non-Exempt/Confidential
1.20	Info. Tech. Analyst <u>or</u>	5	Non-Exempt/Confidential
1.21	P.S. Comm. Senior Systems Technician or		Non-Exempt/Confidential
1.22	Systems Technician or		Non-Exempt/Confidential
1.23	GIS Technician		Non-Exempt/Confidential
1.24	Administrative Services Supervisor or	34	Exempt
1.25	<u>Accounting Technician</u>		<u>Non-Exempt/Confidential</u>

1.26 Senior Administrative Assistant Non-Exempt/Confidential

or

1.2627 Administrative Assistant Non-Exempt/Confidential

1.2728 P.S. Communications Intern 1 Non-Exempt/Confidential

TOTAL 6566.0

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).

4.0 Unless otherwise directed by the Board of Directors, the General Manager shall have the authority to flexibly staff the Administrative Division with one (1) 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.



ACCOUNTING TECHNICIAN

DEFINITION

Under general direction, performs a variety of difficult and complex paraprofessional, technical account and statistical record keeping work in connection with the development, maintenance, and processing of the agency's fiscal and statistical records; to provide information and assistance regarding inquiries concerning assigned work area; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single incumbent classification. Incumbents work under general direction and exercise a high level of discretion and independent judgment in performing the full range of routine to complex agency's accounting and fiscal activities. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Administrative Services Supervisor or designee. No direct supervision of staff is exercised.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. 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.

- Prepares a variety of detailed accounting transactions including accounts payable/receivable, deposits, and journal entries; coordinates activities as appropriate with the County of Santa Cruz fiscal staff.
- Coordinates the preparation of payroll action forms and distribution to relevant departments.
- Receives timecards and reviews for accuracy and adherence to policies; ensures proper pay codes are used; submits payroll data to County for processing; completes payroll reports; processes all associated accounts payables.
- Ensures compliance with payroll reporting to CalPERS.
- Answers questions from employees on payroll matters; researches payroll issues such as under- and over-payments; audits final paychecks for departing employees for proper payoff of leave balances.
- Maintains and reconciles fixed asset records; tracks all inventory for year-end depreciation reports.
- Examines, reconciles, and adjusts accounting records; identifies and resolves problems and makes corrective entries.
- Assists in compiling data for and monitoring the agency's budget; prepares periodic reports as requested for the General Manager, Board meetings, and other purposes.
- Prepares and monitors purchase orders, enters in general ledger and tracks.

- Prepares general ledger for each fiscal year; records all transactions in the general ledger; balances general ledger with the County accounting system monthly; creates monthly balance sheets for the General Manager; ensures year end accruals are journaled to the County's system and recorded appropriately.
- Provides support and assistance to external auditors in the production of the year end audit including obtaining reports from CalPERS and the County's accounting system; makes corrections as appropriate; submits final audit to the County.
- Reviews all invoices for accuracy, posts to County system for payment, and sets up new vendors as needed.
- Prepares financial reports on a monthly, quarterly, and annual basis, such as for the Board of Directors, State Controller's Office, or for other public reporting requirements; prepares *ad hoc* financial reports as requested.
- Invoices all member and user agencies on a monthly, semi-annual, or quarterly basis based on the Authority's budget; tracks aging and follows up on past due billings; makes deposits of all monies received.
- Assists with front office duties including answering phones, assisting visitors, collecting and distributing mail, and posting conference room calendar.
- Assists in maintenance of the Authority's fiscal policies and procedures.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods, practices, and terminology of financial and statistical record keeping.
- Principles and practices of accounting and payroll functions.
- Laws, rules, and regulations governing the maintenance of agency fiscal records.
- Basic laws, policies and practices related to payroll processing.
- Maintenance of files and information retrieval systems.
- Applicable federal, state, and local laws, codes, regulations, and standards.
- Business systems, equipment, and applications relevant to the area of assignment.
- Principles and techniques for providing a high level of customer service by effectively dealing with the public, vendors, and staff.

Ability to:

- Learn, interpret, and apply knowledge of the agency, its operations, programs, functions, and special terminology including labor agreements, employee benefit and pay policies.
- Learn, interpret, and apply knowledge of the California Public Employees Retirement System (CalPERS) rules and regulations.
- Perform responsible and difficult account entry and recordkeeping work.
- Verify, reconcile, and balance a variety of records and information.
- Establish and maintain records and data files; prepare related reports.
- Assist in the preparation of financial statements, analyses, and budget reports.
- Effectively utilize various automated systems to perform assigned duties accurately and efficiently.
- Maintain confidentiality of payroll and personnel data.
- Plan, organize and prioritize work to meet schedules and timelines.

- Understand and apply the principles, laws and procedures involved in fiscal recordkeeping, payroll processing and accounting functions.
- Work with a minimum of supervision.
- Understand and carry out complex oral and written policies and procedures.
- Communicate effectively, clearly, and concisely.
- Exercise tact, initiative, and independent within general policy, procedural, and legal guidelines.
- Maintain confidentiality of critical and sensitive information, records, and reports.
- Establish and maintain effective working relationships with a diverse range of individuals, including coworkers, consultants, professional agencies, and the general public.

Desirable Qualifications:

- Knowledge of laws, rules, and regulations governing public agencies' payroll and accounting.
- Experience working in statistical, fiscal, payroll, or accounting functions for a CalPERS agency.

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 or the equivalent in college semester hours/credits from an accredited college or university in accounting, business, economics, or a closely related field.

Experience:

Two (2) years of full-time, increasingly responsible experience in statistical, fiscal, payroll, and accounting work. Additional equivalent experience may be substituted for the educational requirement on a year-for-year basis.

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 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. This is an in-person position; remote work days may be granted occasionally but not as part of a regular schedule, 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.

ADDITIONAL CLASS INFORMATION

Working Title(s): None

Bargaining Unit: Management and Confidential Unit (unrepresented)

Established: October 17, 2024

Revised:

Career Ladder

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



SENIOR ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides responsible, difficult, and complex administrative and clerical support to the General Manager and other agency staff; provides coverage for front office answering phones, assisting visitors and processing mail; serves as back up to the clerk of the board and assists with meetings, minutes and processing associated documents; provides administrative support to the Custodian of Records following all applicable laws, rules and regulations; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is an advanced-level administrative support classification. Incumbents perform the full range of duties as assigned including providing administrative and technical support to the General Manager and others as assigned. Employees at this level receive minimal instruction or assistance and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager or their designee. No direct supervision of staff is exercised.

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.

- Provides complex and responsible administrative and clerical support to the General Manager and others as assigned.
- Oversees front office activities; answers phones, assists visitors and processes incoming and outgoing mail.
- Coordinates meeting activities, including room and food arrangements.
- Makes appointments, maintains appointment schedules and calendars; makes travel arrangements.
- Composes and prepares correspondence after receiving general direction as to content and purpose.
- Establishes procedures to organize and maintain agency files and records.
- Orders, receives, and distributes a variety of supplies and materials; maintains inventory levels as required.
- Prepares and distributes meeting materials; takes and prepares meeting minutes; provides administrative support to various committee meetings. Serves as back up to clerk of the board.
- Creates and maintains a variety of files and records, including forms, reports, mailing lists, and correspondence.

- Assists the Custodian of Records with processing, producing and submitting requested records, adhering to all applicable laws, rules and regulations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Business correspondence writing and report preparation.
- Pertinent Federal, State, and local laws, codes, and regulations.
- Brown Act, Fair Political Practices and Conflict of Interest.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Principles and practices of customer service.
- Requirements and restrictions related to the release of requested records.
- Records management principles and procedures including record keeping and filing principles and practices.
- Principles and techniques for providing a high level of customer service by effectively dealing with the public, vendors, and staff.

Ability to:

- Provide varied, confidential, and responsible administrative support requiring the use of independent judgment, tact, and discretion.
- Respond to and effectively prioritize multiple phone calls, visitors and other requests or interruptions.
- Interpret and implement policies, procedures, technical processes, and computer applications.
- Exercise tact, initiative, and independent within general policy, procedural, and legal guidelines.
- Maintain confidentiality of critical and sensitive information, records, and reports.
- Compose correspondence and reports independently or from brief instructions.
- Use English effectively to communicate in person, over the telephone and in writing.
- Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Take notes rapidly and accurately transcribe own notes.
- 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 completion of the twelfth grade. Possession of an associate degree from a business or community college in an appropriate curriculum may be substituted for two years of the required experience.

Experience

Four (4) years of responsible administrative, secretarial, or general office experience, which includes experience in dealing with the public.

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. This is an in-person position; remote work days may be granted occasionally but not as part of a regular schedule, after completion of training and the probationary period. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

ADDITIONAL CLASS INFORMATION

Working Title(s): None

Bargaining Unit: Management and Confidential Unit (unrepresented)

Established: October 24, 2013

Revised: October 17, 2024

Career Ladder

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



GEOGRAPHIC INFORMATION SYSTEMS (GIS) TECHNICIAN

DEFINITION

Under general supervision, creates and maintains maps and other geographic source data by manual and automated means for use by agency staff and others; creates and maintains assigned aspects of the GIS database, analyzes data and information, and generates maps and reports as requested; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single incumbent classification. Employees at this level receive only minimal instruction or assistance and are fully aware of the operating procedure and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Systems Manager, Systems Supervisor or their designee. No direct supervision of staff is exercised.

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.

- Develops, maintains, and supports multiple GIS databases, applications, and solutions for 9-1-1 operations and public safety agencies.
- Design, configure, create, and support new GIS tools, workflows, integrations, spatial databases and methods for data collection, processing, interpretation, and display, in coordination with internal external partners; create procedures and documentation.
- Verifies accuracy of digitized data using source material.
- Updates and distributes a variety of maps to internal and external users.
- Maintains the Master Street Address Guide (MSAG)
- Collaborates with user agencies and others on matters relating to GIS mapping and response planning.
- Maintains GIS and related software systems.
- Ensures data compatibility with state and local guidelines.
- Analyzes data and generates reports for internal and external stakeholders.
- Maintains a variety of records and documents.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- 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.
- Scripting and programming languages such as Python and SQL.
- Principles and practices of cybersecurity.
- Spatial data concepts including layers, projects, spatial analysis, and data modeling.
- Related software and hardware including PC's, monitors, printers, disc storage, and communication devices.
- Applicable federal, state, and local laws, codes, regulations, and standards.
- Principles and techniques for providing a high level of customer service.

Ability to:

- Competently use relevant software, programs, and computer applications; import and export data; and use macros and other data management tools.
- Prepare documentation, reports, procedures, and other written materials.
- Track service requests and trouble reports and ensure technical and spatial problems are resolved.
- React calmly, quickly, and effectively in emergency or stressful situations.
- Use, install, and configure a variety of computer software and operating systems.
- Work on critical systems while maintaining minimal downtime.
- Communicate clearly and concisely, both orally and in writing.
- Read and interpret technical documentation.
- Create written procedures and documentation for problems, solutions, and standards.
- Implement appropriate responses to GIS and systems management needs for internal and external customers.
- Instruct others on the proper use and operations of various GIS and related systems and equipment.
- Develop and implement backup and recovery processes and plans.
- Research and analyze data, formulate issues, and articulate recommendations.
- Prioritize multiple competing work priorities and meet deadlines.
- Exercise tact, initiative, and independent decision-making within general policy, procedural, and legal guidelines.
- Maintain confidentiality of critical and sensitive information, records, and reports.
- 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 the completion of the twelfth grade supplemented with college level course work in GIS, information systems, or closely related field.

Experience

One (1) year of GIS software applications (ESRI preferred), databases and other relevant computer software, program, and database experience.

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 may be required to pass a background investigation in accordance with applicable law, regulations, and/or policy.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office environment, 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. This is an in-person position although a hybrid option may be available upon request, after completion of training and the initial 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 afterhours on-call assignments, and work unusual and prolonged work schedules as necessary.

ADDITIONAL CLASS INFORMATION

Working Title(s): None.

Bargaining Unit: Management and Confidential Unit (unrepresented)

Established: February 23, 2017

Revised: October 17, 2024

Career Ladder

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



SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, installs, sets up, operates, maintains, and monitors a variety of information systems including peripherals, operating systems and user applications; assists with implementation of hardware and software upgrades, patches, security and backup/recovery processes; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the journey-level level classification in the Systems Technician class series that, when fully trained, is expected to independently perform the full range of assigned duties. Incumbents are expected to work with minimal supervision and utilize independent judgement within established guidelines. This class is distinguished from the Senior Systems Technician in the latter's specialized expertise in various computer systems and applications

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Systems Manager or Systems Supervisor or their designee. No direct supervision of staff is exercised.

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 the help desk; 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.
- Performs workstation troubleshooting; performs configurations of new desktop images; installs, upgrades and maintains computer workstation hardware, peripherals and associated software; manages and executes installation upgrades and system patches.
- Diagnoses and troubleshoots issues with mobile data computers, CAD computers and 9-1-1 phone systems.
- Schedules and runs jobs and reports; performs routine system backups, upgrades, and performs hardware and software support activities; connects computers to printers, scanners, and other peripheral equipment; loads software.
- Participates in on-call rotation to support the communications center after hours.
- Generates standard reports from various database applications.
- Assists with installation and maintenance of servers.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic computer hardware and software, operating systems, workflow processes, and remote support.
- Basic operational characteristics of local and wide area network systems.
- Basic operational characteristics of emergency communication systems, equipment and devices.
- Basic methods and techniques of testing, troubleshooting, and problem solving,
- Basic maintenance of desktop computer, network, and communication system hardware and software.
- Tools used in the maintenance, testing, troubleshooting, and installation of personal computers, communications equipment, network components, and peripheral equipment.
- Safe work practices when working with electronic equipment.
- Computer security best practices.
- Applicable federal, state, and local laws, codes, regulations, and standards.
- Principles and techniques for providing a high level of customer service.

Ability to:

- Analyze problems with software, hardware, communications, and operating systems; identify and locate the source of the problem; diagnosis problems and develop logical, reliable solutions; and initiate corrective actions.
- Install, maintain, repair, and modify a variety of computer equipment, software, communications and electronic equipment and systems.
- Write procedures and documentation for problems, solutions, and standards.
- Track service requests and trouble reports and ensure problems are resolved.
- Communicate clearly and concisely, both orally and in writing.
- Install and configure computer software.
- 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.
- Read and interpret technical documentation.
- Assist coworkers and others with the proper use and operation of various systems and equipment.
- Exercise tact and initiative within general policy, procedural, and legal guidelines.
- Prioritize multiple competing work priorities and meet deadlines.
- Research and analyze data, formulate issues, and articulate recommendations.
- Maintain confidentiality of critical and sensitive information, records, and reports.
- 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 the completion of twelfth grade supplemented by college level course work in computer systems or data communications or a closely related field.

Experience

Two (2) years of experience involving the applications and operations of computer equipment.

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 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 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 primarily an in-person position due to the nature of supporting physical equipment. A hybrid option or occasional remote work 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): None

Bargaining Unit: Management and Confidential Unit (unrepresented)

Established: March 27, 2003

Revised: October 17, 2024

Career Ladder

- Systems Division Manager

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



SYSTEMS DIVISION MANAGER

DEFINITION

Under general direction, plans, administers, reviews, and coordinates all staff and activities of the Systems division; oversees and manages the 24 hours/7 day per week emergency communication systems for Santa Cruz and San Benito counties; oversees and manages facilities and building needs and repairs; provides expert professional assistance and support to the General Manager; undertakes special projects as assigned; ensures performance objectives are established and accomplished in response to the goals and objectives adopted by the Board of Directors; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This single incumbent management level classification requires a high degree of administrative, technical, and leadership skills to manage and coordinate the programs and activities for the agency's Systems division. This class is distinguished from subordinate classifications in the Systems division in that it includes responsibility for budget management, coordination of services with other agencies and organizations, and providing strategic leadership to address changing technology related to emergency communications systems.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager or their designee. Oversees the work of a team or teams of individual contributors through a subordinate supervisor. Exercises direct and indirect supervision over assigned professional, technical, and administrative staff.

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.

- Serves as a member of the management team by planning, organizing, coordinating, and directing the activities of the Systems division.
- Manages, supervises, and directs the daily operation of the Systems division ensuring the consistent delivery of quality services to the agency, user agencies, and the community.
- Develops, administers, and evaluates technology services and programs to ensure compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures and ensures compliance; and recommends and implements changes.
- Researches trends, industry best practices, legislation information, and IT solutions; develops, evaluates, and implements technology programs and services; plans and implements process improvements; and serves as a technical subject matter expert to internal and external staff.

- Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
- Researches, analyzes, develops, and reviews studies, allocations, and related reports, contracts, proposals, materials, presentations, and other documents; and develops and makes recommendations to higher-level staff.
- Develops, implements, and evaluates services and programs to ensure adherence to strategic and performance goals; manages work systems and processes; maintains and updates procedures.
- Troubleshoots and resolves program or work unit issues and informs higher-level management of issues and resolution.
- Oversees the preparation of or prepares contracts, reports, records, plans, and other documents involved in managing the area of assignment; oversees and participates in the research and analysis of policy and related information; and makes recommendations to higher-level management staff.
- Supervises division staff or the IT Systems Supervisor; conducts performance evaluations, employee development, hiring, discipline, and termination procedures.
- Coordinates work with the general public, internal staff, and external agencies; may represent the agency on various professional committees; prepares and makes presentations to the public, elected official, boards, and other stakeholders.
- Provides oversight and coordination of emergency response capability for computer service on a 7-day, 24-hour basis; participates in on-call rotation to provide after-hours support.
- Repairs or contracts repairs to building electrical systems, plumbing, HVAC, and access control systems.
- Obtains competitive bids for facilities projects; management and schedules contract work; evaluates work product.
- Tests and contracts maintenance for generator, switch gear, and Uninterruptible Power System (UPS); maintain runtime and fuel logs.
- Recommends long-term facilities repair and replacement plans.
- Plans, budgets, and implements building repairs and long-term facilities equipment replacement.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices and techniques of technology services in a public safety communications setting, including IT operations management; database management; application development and support; service desk and end user support management; enterprise resource planning; network infrastructure and telecommunications management.
- Principles and practices of IT security management.
- Principles and practices of geographic information systems (GIS) operations.

- Principles and practices of database management, including, relational database development and management, and techniques of developing report/data warehouse structures, testing, and issue resolution.
- Principles and practices of application development and support.
- Principles and practices of network engineering, network infrastructure, and telecommunications management.
- Principles, practices, and method of facilities management.
- Repair of appliances, systems, equipment, and building access systems related to the agency's facilities.
- Maintenance and operation of generators, switches and UPS systems.
- Principles and practices of public administration and program management, including strategic planning, implementation, and evaluation.
- Management principles, practices and techniques.
- Principles and practices of fiscal management, and budgeting.
- Principles and practices of program planning, project management, and administration.
- Principles and practices of supervision, training and performance evaluation.
- Principles and practices of group facilitation, conflict resolution, and consensus building.
- Principles and practices of procurement and contract administration.
- Principles and techniques of effective oral presentations.
- Applicable federal, state, and local laws, codes, regulations, and standards related to assigned areas of responsibility.

Ability to:

- Effectively manage and administer IT and Facilities operations and programs.
- Organize and direct the operations of an information technology program or functional area.
- Manage and coordinate the technical operations and troubleshooting for complex, networked information technology equipment and systems.
- Read and comprehend technical reports and diagrams.
- Ensure ongoing compliance with strategic objectives and measuring performance; and participating in the development of goals and strategic objectives.
- Manage assigned operations and programs and ensure ongoing compliance with strategic objectives and performance measures.
- Design and implement complex network solutions.
- Supervise, train, and coach assigned staff.
- Analyze and evaluate operational programs, projects, and procedures.
- Plan, organize, coordinate, and supervise changes and improvements in public agency projects and studies.
- Administer all aspects of facilities management, maintenance, and repair.
- Plan and implement long-term facilities equipment maintenance, repair and replacement.
- Repair or arrange for repair of appliances, systems, and equipment related to the agency's facilities.
- Manage budgets, contracts, grants, and resource allocation.
- Interpret, monitor, and report financial information and statistics.

- Oversee the implementation of and adherence to quality assurance activities and standards.
- Research, recommend, and implement industry trends, solutions, and best practices.
- Prepare and oversee the preparation of reports, proposals, documents, and presentations.
- Make presentations to stakeholders, elected officials, and others.
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership.
- React quickly, calmly, and effectively in emergency or stressful situations.
- Exercise tact, initiative, and independent within general policy, procedural, and legal guidelines.
- Maintain confidentiality of critical and sensitive information, records, and reports.
- Interpret and apply applicable laws, codes, regulations, and standards.
- Communicate clearly, and concisely both orally and in writing.
- 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 with major coursework in computer science, information systems, telecommunications management, business or public administration, or a closely related field.

Experience

Five (5) years of increasingly responsible experience in information technology involving direct experience in system development, programming or operation, including two (2) years in a supervisory capacity.

Licenses and Certificates

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 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, 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 computer 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 much 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, 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, participate in afterhours on-call assignments, and work unusual and prolonged work schedules as necessary.

ADDITIONAL CLASS INFORMATION

Working Title(s): IT Manager

Bargaining Unit: Management and Confidential Unit (unrepresented)

Established: March 1, 2005

Revised: October 17, 2024

Career Ladder

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



Item 4.8

**INVENTORY CERTIFICATION OF
AUTHORITY PROPERTY
FOR FISCAL YEAR 2023/2024**

I certify (or declare) under penalty of perjury that the attached inventory is a true and correct listing of all Santa Cruz Regional 911 Communications Center's property in my possession or charge at the close of business on the date shown below.

PLACE: 495 Upper Park Road
Santa Cruz
California

DATE: September 12, 2024

SIGNATURE:

A handwritten signature in black ink, appearing to read "Amethyst Uchida", is written over a horizontal line.

TITLE: AMETHYST UCHIDA, GENERAL MANAGER

SCR911

Accumulated depreciation/depreciation expenses for FY 23/24

Description	Purchased in Current FY	Added in Current FY from Another Console	Deleted in Current FY from Console	FY 22/23 Purchase Price	Purchase Price with changes 23/24	Accum. Depreciation	Ending Book Value
911 Server				25,350.00	25,350.00	25,350.00	-
HP CAD Server System				576,620.00	576,620.00	576,620.00	-
HP CAD Server System Upgrade Phase 2 Wireless 911				15,344.18	15,344.18	15,344.18	-
Radio Network Infrastructure Replacement				28,993.24	28,993.24	28,993.24	-
Alternate Site RF Combining				16,344.61	16,344.61	16,344.61	-
VHF Transmitter Combiner, VHF Receiver Multicopier				10,785.00	10,785.00	10,785.00	-
Training Simulator				5,000.00	5,000.00	5,000.00	-
Yellow Fire Upgrade				105,000.00	105,000.00	105,000.00	-
TAP Paging Interface				7,165.00	7,165.00	7,165.00	-
Red Fire Upgrade				245,972.00	245,972.00	245,972.00	-
GEM Upgrade				9,459.00	9,459.00	9,459.00	-
LCD Office Theater Projector w/carrying case				5,454.00	5,454.00	5,454.00	-
Closed Circuit TV System				11,685.00	11,685.00	11,685.00	-
Closed Circuit TV System				20,339.00	20,339.00	20,339.00	-
Networking Equipment				22,000.00	22,000.00	22,000.00	-
Building (Land Improvements)				671,572.30	671,572.30	626,800.72	44,771.58
Building (Structures & Improvements)				2,993,154.00	2,993,154.00	2,793,610.40	199,543.60
HVAC Upgrade				10,386.00	10,386.00	9,693.60	692.40
Building Alarm System				23,700.00	23,700.00	22,910.00	790.00
Generator Upgrade (Land Improvements)				9,400.00	9,400.00	8,460.00	940.00
				228.11	4,813,723.33		
Console Workstation w/accessories				228.11	0.00	228.11	-
Console Workstation w/accessories - upgrade				0.13	0.00	0.13	-
Console Workstation w/accessories - upgrade (computer/monitor)				-	-	539.50	-
Console Workstation w/accessories - upgrade (software/licenses)				17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment				-	-	-	-
Concole workstation/acces.-15/16 upgrade				14,944.00	14,944.00	14,944.00	-
Computer-SCPD camera				605.33	605.33	605.33	-
Computer-phone				10,936.00	10,936.00	10,936.00	-
Computer-CAD				-	-	-	-
Computer-radio				1,419.37	1,419.37	1,419.37	-
CAD Computer				1,584.60	1,584.60	1,267.68	316.92
				47,249.23			

SCR911

Accumulated depreciation/depreciation expenses for FY 23/24

Description	Purchased in Current FY	Added in Current FY from Another Console	Deleted in Current FY from Console	FY 22/23 Purchase Price	Purchase Price with changes 23/24	Accum. Depreciation	Ending Book Value
Console Workstation w/accessories				0.64	0.00		0.64
Console Workstation w/accessories - upgrade				227.83	-	227.83	-
Console Workstation w/accessories - upgrade (computer/monitor)				-	-	539.50	-
Console Workstation w/accessories - upgrade (software/licenses)				17,759.93	17,759.93	17,759.93	-
Radio computer				1,419.37	1,419.37	1,419.37	-
CAD computer				-	-	-	-
Console Electronics Switch Equipment				-	-	-	-
Computer-Phone				10,936.00	10,936.00	10,936.00	-
Console Workstation w/accessories				14,944.00	14,944.00	14,944.00	-
CAD computer				1,584.60	1,584.60	1,584.60	-
					46,643.90		
Console Workstation w/accessories				-	-	-	-
Console Workstation w/accessories - upgrade				-	-	-	-
19" Monitor				-	-	-	-
Console Workstation w/accessories - upgrade				-	-	-	-
Console Workstation w/accessories - upgrade				-	-	-	-
Console Workstation w/accessories - upgrade (computer/monitor)				-	-	-	-
Console Workstation w/accessories - upgrade (software/licenses)				17,759.93	17,759.93	17,759.93	-
CAD Computer				-	-	1,322.65	-
Console Electronics Switch Equipment				-	-	-	-
Console Workstation w/accessories				14,944.00	14,944.00	14,944.00	-
Computer-phone				10,936.00	10,936.00	10,936.00	-
Radio computer				1,419.37	1,419.37	1,419.37	-
CAD Computer				1,584.60	1,584.60	1,584.60	-
					46,643.90		
Console Workstation w/accessories				-	-	-	-
Console Workstation w/accessories - upgrade				-	-	-	-
17" Monitor				-	-	-	-
Computer				-	-	-	-
Console Workstation w/accessories - upgrade (computer/monitor)				-	-	-	-
Console Workstation w/accessories - upgrade (software/licenses)				17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment				-	-	-	-
Console Workstation w/accessories				14,944.00	14,944.00	14,944.00	-
CAD computer				-	-	1,322.65	-
Radio computer				1,419.37	1,419.37	1,419.37	-
Computer-phone				10,936.00	10,936.00	10,936.00	-
CAD computer				1,584.60	1,584.60	1,584.60	-
					46,643.90		

SCR911

Accumulated depreciation/depreciation expenses for FY 23/24

Description	Purchased in Current FY	Added in Current FY from Another Console	Deleted in Current FY from Console	FY 22/23 Purchase Price	Purchase Price with changes 23/24	Accum. Depreciation	Ending Book Value
Console Workstation w/accessories	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade (computer/monitor)	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.93	-	-	17,759.93	17,759.93	17,759.93	-
Monitors	-	-	-	-	-	-	-
Console Electronics Switch Equipment	-	-	-	-	-	-	-
Console Workstation w/accessories	14,944.00	-	-	14,944.00	14,944.00	14,944.00	-
CAD computer	-	-	-	-	-	1,322.65	-
Radio computer	1,419.37	-	-	1,419.37	1,419.37	1,419.37	-
Camera Computer	942.28	-	-	942.28	942.28	942.28	-
Computer-phone	10,936.00	-	-	10,936.00	10,936.00	10,936.00	-
CAD computer	1,584.60	-	-	1,584.60	1,584.60	1,584.60	-
					47,586.18		
Console Workstation w/accessories	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	228.29	-
Console Workstation w/accessories - upgrade (computer/monitor)	590.73	-	-	590.73	590.73	1,720.96	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.93	-	-	17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment	-	-	-	-	-	-	-
Console Workstation w/accessories	14,944.00	-	-	14,944.00	14,944.00	14,944.00	-
CAD Computer	-	-	-	-	-	-	-
Radio computer	1,419.37	-	-	1,419.37	1,419.37	1,419.37	-
Computer-phone	10,936.00	-	-	10,936.00	10,936.00	10,936.00	-
CAD computer	1,584.60	-	-	1,584.60	1,584.60	1,584.60	-
					47,234.63		
Console Workstation w/accessories	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade (computer/monitor)	162.99	-	-	162.99	162.99	326.14	-
Console Workstation w/accessories - upgrade (computer/monitor)	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.93	-	-	17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment	-	-	-	-	-	-	-
Console Workstation w/accessories	14,944.00	-	-	14,944.00	14,944.00	14,944.00	-
CAD Computer	-	-	-	-	-	1,322.65	-
Radio computer	1,419.37	-	-	1,419.37	1,419.37	1,419.37	-
Computer-phone	10,936.00	-	-	10,936.00	10,936.00	10,936.00	-
CAD Computer	1,584.68	-	-	1,584.68	1,584.68	1,584.68	-
					46,806.97		

SCR911

Accumulated depreciation/depreciation expenses for FY 23/24

Description	Purchased in Current FY	Deleted in Current FY from Console	FY 22/23 Purchase Price	Purchase Price with changes 23/24	Accum. Depreciation	Ending Book Value
Console Workstation w/accessories	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	-
Console Workstation w/accessories - upgrade (computer/monitor)	177.11	-	177.11	177.11	0.10	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.93	-	17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment	-	-	-	-	-	-
Console Workstation w/accessories	14,944.00	-	14,944.00	14,944.00	14,944.00	-
CAD Computer	-	-	-	-	1,322.65	-
Radio computer	1,419.37	-	1,419.37	1,419.37	1,419.37	-
Computer-phone	10,936.00	-	10,936.00	10,936.00	10,936.00	-
CAD Computer	1,584.68	-	1,584.68	1,584.68	1,584.68	-
				46,821.09		
Console Workstation w/accessories	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	827.95	-
Console Workstation w/accessories - upgrade	681.13	-	681.13	681.13	681.13	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.93	-	17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment	-	-	-	-	-	-
Console Workstation w/accessories	14,944.00	-	14,944.00	14,944.00	14,944.00	-
CAD Computer	-	-	-	-	1,322.65	-
Radio computer	1,419.37	-	1,419.37	1,419.37	1,419.37	-
Computer-phone	10,936.00	-	10,936.00	10,936.00	10,936.00	-
CAD Computer	1,584.68	-	1,584.68	1,584.68	1,584.68	-
				47,325.11		
Console Workstation w/accessories	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	-
Monitor	-	-	-	-	-	-
Console Workstation w/accessories - upgrade (computer/monitor)	0.20	-	0.20	0.20	-	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.93	-	17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment	-	-	-	-	-	-
Console Workstation w/accessories	14,944.00	-	14,944.00	14,944.00	14,944.00	-
CAD Computer	-	-	-	-	1,322.65	-
Radio computer	1,419.37	1,419.37	1,419.37	-	1,419.37	(1,419.37)
Computer-phone	10,936.00	-	10,936.00	10,936.00	10,936.00	-
CAD Computer	1,584.68	-	1,584.68	1,584.68	1,584.68	-
Radio computer	-	-	-	68.72	11.45	57.27
				45,293.53		

SCR911

Accumulated depreciation/depreciation expenses for FY 23/24

Description	Purchased in Current FY	Added in Current FY from Another Console	Deleted in Current FY from Console	FY 22/23 Purchase Price	Purchase Price with changes 23/24	Accum. Depreciation	Ending Book Value
Console Workstation w/accessories	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade (computer/monitor)	162.96	-	-	162.96	-	162.96	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.93	-	-	17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment	14,944.00	-	-	14,944.00	14,944.00	14,944.00	-
Console Workstation w/accessories	-	-	-	-	-	-	-
CAD Computer	1,419.37	-	-	1,419.37	1,419.37	1,322.65	-
Radio computer	10,936.00	-	-	10,936.00	10,936.00	10,936.00	0.02
Computer-phone	1,584.68	-	-	1,584.68	1,584.68	1,584.68	-
CAD Computer	-	-	-	-	-	-	-
46,643.98							
Console Workstation w/accessories	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	243.24	-
Computer (Radio)	768.00	-	-	768.00	768.00	768.00	-
Console Workstation w/accessories - upgrade (computer-WPD camera/monitor)	17,759.93	-	-	17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment	14,944.00	-	-	14,944.00	14,944.00	14,944.00	-
Console Workstation w/accessories	-	-	-	-	-	-	-
CAD Computer	1,419.37	-	-	1,419.37	1,419.37	1,322.65	-
Radio Computer	10,936.00	-	-	10,936.00	10,936.00	10,936.00	-
Computer-phone	1,584.68	-	-	1,584.68	1,584.68	1,584.68	-
CAD Computer	-	-	-	-	-	-	-
47,411.98							
Console Workstation w/accessories	-	-	-	-	-	-	-
Console Workstation w/accessories - upgrade	-	-	-	-	-	-	-
Monitors	163.07	-	-	163.07	163.07	163.07	-
Console Workstation w/accessories - upgrade (computer/monitor)	1,120.87	-	-	1,120.87	957.80	1,703.71	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.93	-	-	17,759.93	17,759.93	17,759.93	-
Console Electronics Switch Equipment	14,944.00	-	-	14,944.00	14,944.00	14,944.00	-
Console Workstation w/accessories	-	-	-	-	-	-	-
CAD Computer	1,419.37	-	-	1,419.37	1,419.37	1,322.65	-
Radio computer	10,936.00	-	-	10,936.00	10,936.00	10,936.00	-
Computer-phone	1,584.68	-	-	1,584.68	1,584.68	1,584.68	-
CAD Computer	-	-	-	-	-	-	-
47,601.78							

SCR911

Accumulated depreciation/depreciation expenses for FY 23/24

Description	Purchased in Current FY	Added in Current FY from Another Console	Deleted in Current FY from Console	FY 22/23 Purchase Price	Purchase Price with changes 23/24	Accum. Depreciation	Ending Book Value
Phone Computer	-	-	-	-	-	-	-
Monitor	-	-	-	-	-	-	-
Console Electronics Switch Equipment	-	-	-	-	-	-	-
Console Workstation w/accessories	14,944.00	-	-	14,944.00	14,944.00	14,944.00	-
CAD computer	-	-	-	-	-	1,322.65	-
Radio computer	1,419.37	-	-	1,419.37	1,419.37	1,419.37	-
Computer-phone	10,936.00	-	-	10,936.00	10,936.00	10,936.00	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.00	-	-	17,759.00	17,759.00	17,759.00	-
CAD computer	1,584.60	-	-	1,584.60	1,584.60	1,584.60	-
					46,642.97		
Console Electronics Switch Equipment	-	-	-	-	-	-	-
Console Workstation w/accessories	14,944.00	-	-	14,944.00	14,944.00	14,944.00	-
Computer-phone	7,134.42	-	-	7,134.42	7,134.42	7,134.42	-
CAD computer	-	-	-	-	-	-	-
Radio computer	1,419.37	-	-	1,419.37	1,419.37	1,419.37	-
Console Workstation w/accessories - upgrade (software/licenses)	17,759.00	-	-	17,759.00	17,759.00	17,759.00	-
Power MIS 911	6,351.00	-	-	6,351.00	6,351.00	6,351.00	-
CAD computer	1,584.60	-	-	1,584.60	1,584.60	1,584.60	-
					49,192.39		
CAD 6.1	651,279.00	-	-	651,279.00	651,279.00	651,279.00	-
QA Interface	8,540.00	-	-	8,540.00	8,540.00	8,540.00	-
UPS	-	-	-	-	-	-	-
Microwave Components	13,830.00	-	-	13,830.00	13,830.00	13,830.00	-
Admin Office Furnishings	6,600.00	-	-	6,600.00	6,600.00	6,600.00	-
LED Display for Comms Center	5,392.09	-	-	5,392.09	5,392.09	5,392.09	-
NetClock for CAD System	6,739.19	-	-	6,739.19	6,739.19	6,739.19	-
Base Station/Antenna; Yellow Fire Project	9,116.19	-	-	9,116.19	9,116.19	9,116.19	-
Security Camera Project - Network Cameras, Server Racks, Misc.	14,037.62	-	-	14,037.62	14,037.62	14,037.62	-
P&P Management System	8,745.55	-	-	8,745.55	8,745.55	8,745.55	-
GGM/MGU Migration	11,284.00	-	-	11,284.00	11,284.00	11,284.00	-
Catalyst	5,304.57	-	-	5,304.57	5,304.57	5,304.57	-
Catalyst	5,304.57	-	-	5,304.57	5,304.57	5,304.57	-
Catalyst	5,304.57	-	-	5,304.57	5,304.57	5,304.57	-
UDR Replacement Server	7,026.51	-	-	7,026.51	7,026.51	7,026.51	-
Intranet Replacement Server	5,772.24	-	-	5,772.24	5,772.24	5,772.24	-
UDR Configuration	16,943.00	-	-	16,943.00	16,943.00	16,943.00	-
Operations Supervisors Office Furniture	5,751.00	-	-	5,751.00	5,751.00	5,751.00	-
Building - Electrical work to replace air conditioner	3,376.95	-	-	3,376.95	3,376.95	3,376.95	1,350.69
Building - Replace air conditioner	9,823.00	-	-	9,823.00	9,823.00	9,823.00	3,929.26
Catalyst	5,094.08	-	-	5,094.08	5,094.08	5,094.08	-
Computer/4 monitors	-	-	-	-	-	-	-
Open Query Server	5,444.32	-	-	5,444.32	5,444.32	5,444.32	-

SCR911

Accumulated depreciation/depreciation expenses for FY 23/24

Description	Purchased in Current FY	Added in Current FY from Another Console	Deleted in Current FY from Console	FY 22/23 Purchase Price	Purchase Price with changes 23/24	Accum. Depreciation	Ending Book Value
911 Recording System - NetGear Ready NAS 3200 /Cisco 1000/Power supply				9,939.98	9,939.98	9,939.98	-
911 Recording System/Computers				2,826.83	2,826.83	2,826.83	-
Building - Electrical upgrades				1,245.00	1,245.00	664.00	581.00
911 Recording System				3,450.53	3,450.53	3,450.53	-
911 Recording System - Computers/Monitors				1,161.77	1,161.77	1,161.77	-
911 Recording System - Rewiring/Misc				6,684.00	6,684.00	6,684.00	-
Premier CAD System Upgrade - Non Stop System Console Package				9,268.00	9,268.00	4,942.88	4,325.12
Building - HVAC upgrade				4,980.58	4,980.58	4,980.58	-
911 Phone System				1,449.00	1,449.00	1,449.00	-
911 Phone System Upgrade - Sales tax less discount				91,128.93	91,128.93	91,128.93	-
911 Phone System Upgrade - Remote support				57,376.30	57,376.30	57,376.30	-
911 Phone System Upgrade - Servers				4,758.26	4,758.26	4,758.26	-
911 Phone System Upgrade - Hardware rack/accessories				27,191.77	27,191.77	27,191.77	-
911 Phone System Upgrade - CAMA Gateway Shelf/Trunk Interface Unit				4,660.00	4,660.00	2,485.28	2,174.72
911 Phone System Upgrade - 1 Position Viper				12,100.20	12,100.20	12,100.20	-
Building - Electrical upgrades				3,232.50	3,232.50	3,232.50	-
911 Phone System				8,163.15	8,163.15	8,163.15	-
Business Phone System/Wiring upgrade				9,973.46	9,973.46	9,973.46	-
Business Phone System/Centrex Voice DNA				6,530.34	6,530.34	6,530.34	-
Business Phone System/Phones & switches				76,805.52	76,805.52	76,805.52	-
Land Improvements - Parking lot repairs/resurfacing				2,278.56	2,278.56	2,278.56	0.06
Building - Generator Repair				9,485.73	9,485.73	9,485.73	-
Equipment - Base Radios for Alternate Site				227,473.85	227,473.85	227,473.85	-
Equipment - upgrade to UPS/ACDC Capacitor Replacement				372,180.00	372,180.00	372,180.00	-
Console Electronics Switch Equipment				4,701.99	4,701.99	4,701.99	-
Maintenance Radio Computer				6,168.00	6,168.00	6,168.00	-
Console Electronics Switch Equipment				107,874.25	107,874.25	94,389.96	13,484.29
Moducom Rack & Components				23,632.00	23,632.00	20,678.00	2,954.00
Motorola Project Tandem Computer				1,428,738.90	1,428,738.90	1,250,146.52	178,592.38
Copier				6,411.22	6,411.22	4,007.00	2,404.22
Server				6,732.50	6,732.50	2,524.68	4,207.82
Premier CAD system-rack w/discout				6,732.50	6,732.50	2,524.68	4,207.82
Premier CAD system-Sales tax				11,620.00	11,620.00	4,648.00	6,972.00
Premier CAD system-incl. licenses, implementation, install, MDC's				6,537.00	6,537.00	1,307.40	5,229.60
Dell R740 Server for VMware cluster							
Adtran replacement							
Adtran replacement							
Computer - Precision 3460							
Watson Dispatch Furniture							
Total	8,889,262.33	2,202.11	-	3,374,201.07	8,893,665.94	\$ 8,436,969.92	\$ 476,105.40

SCR911

Accumulated depreciation/depreciation expenses for FY 23/24

FY 22/23
Purchase Price

Purchase Price with changes
23/24

Purchased in
Current FY

Added in
Current FY
from Another
Console

Deleted in
Current FY
from Console

Ending Book Value

SCMRS Capitalized Asset Inventory as of 7/30/24

Description	Purchase Price	Accum. Depreciation	Ending Book Value
Repeater station and accessories	11,070.00	\$ 11,070.00	\$ -
Multisite controller	62,230.00	\$ 62,230.00	\$ -
WAN Analyzer	37,004.46	\$ 37,004.46	\$ -
WAN Analyzer			
WAN Analyzer			
WAN Analyzer			
Portable Network Analyzer	26,342.45	\$ 26,342.45	\$ -
Replacement Server	7,026.51	\$ 7,026.51	\$ -
SQL Database software	36,077.56	\$ 36,077.56	\$ -
SCMRS Router	5,273.88	\$ 5,273.88	\$ -
SCMRS Rack Server "Virtual Max"	5,777.20	\$ 5,777.20	\$ -
Alliance Server	7,442.82	\$ 7,442.82	\$ -
Cradlepoints	71,148.00	\$ 28,459.20	\$ 42,688.80
Cradlepoints	64,680.00	\$ 25,872.00	\$ 38,808.00
Cradlepoints	2,156.00	862.4	1,293.60
Total Depreciation	336,228.88	\$ 253,438.48	\$ 82,790.40

Capital Projects Fund Capitalized Asset Inventory as of 7/30/24

Description	Purchase Price	Accum. Depreciation	Ending Book Value
Emergency Response Maps	29,284.55	\$ 29,284.55	\$ -
Semotus Inc DEA Software	4,360.10	\$ 4,360.10	\$ -
Frank Joseph Generator	39,820.95	\$ 39,820.95	\$ -
UPR4 server	8,025.00	\$ 8,025.00	\$ -
Unitrends backup device	31,031.00	\$ 31,031.00	\$ -
Nimble Storage	53,912.00	\$ 53,912.00	\$ -
Printer Plotter	5,786.00	\$ 5,786.00	\$ -
APC Symetra UPS	59,701.00	\$ 59,701.00	\$ -
Voice recorder server	50,000.00	\$ 50,000.00	\$ -

SCR911

Accumulated depreciation/depreciation expenses for FY 23/24

Description

Purchased in Current FY

Added in Current FY from Another Console

Deleted in Current FY from Console

FY 22/23 Purchase Price

Purchase Price with changes Accum. Depreciation Ending Book Value 23/24

Raven Radio Server	6,142.50	\$ 5,374.69	\$ 767.81	
Raven Radio Computer--includes workstation,software,and installation	7,144.21	\$ 6,251.18	\$ 893.03	
Raven Radio Computer--includes workstation,software,and installation	7,144.21	\$ 6,251.18	\$ 893.03	
Raven Radio Computer--includes workstation,software,and installation	7,144.21	\$ 6,251.18	\$ 893.03	
Raven Radio Computer--includes workstation,software,and installation	7,144.21	\$ 6,251.18	\$ 893.03	
Raven Radio Computer--includes workstation,software,and installation	7,144.21	\$ 6,251.18	\$ 893.03	
Raven Radio Computer--includes workstation,software,and installation	7,144.21	\$ 6,251.18	\$ 893.03	
Raven Radio Computer--includes workstation,software,and installation	43,527.14	\$ 10,881.79	\$ 32,645.36	
Nimble Storage	9,107.00	\$ 2,276.75	\$ 6,830.25	
Server for VM Ware	28,965.74	\$ 3,620.72	\$ 25,345.02	
Replacement hardware for Motorola Equipment	412,528.24			
Total Depreciation		\$ 312,237.09	\$ 70,946.60	



DATE: October 17, 2024
TO: Santa Cruz Regional 9-1-1 Board of Directors
FROM: Amethyst Uchida, General Manager
SUBJECT: Item 4.9 – Remote Work Policy

RECOMMENDATION:

Approve new Policy 1215 – *Remote Work*

BACKGROUND AND DISCUSSION:

In March of 2020, the State of California imposed a stay-at-home order in response to the novel Coronavirus (COVID-19) pandemic. The Authority, in common with most public and private sector employees, swiftly pivoted to reduce in-person work as much as possible and provide remote access to key resources. Once the quarantine was lifted, there were many reasons to continue allowing remote work. Language was added to existing Policy 1210 – *Work Week and Hours - Defined*, allowing employees to request remote work schedules. In the years since remote work became a normal part of the Authority’s business practices, various rules have been created by written directives in the form of memos and individual agreements with employees.

The proposed new policy has been established to more precisely define the terms and conditions by which Authority employees may request and be approved for remote work opportunities. It also establishes the parameters for remote work locations, equipment, and security requirements. The policy requires each participating employee and their supervisor to complete a Remote Work Agreement which must be reviewed and signed annually, and contain provisions as specified in new Policy 1215 – *Remote Work*.

FISCAL IMPACT:

Employee participation in remote work may cause incidental expenses for equipment, depending on the employee’s work needs. Since existing employees with remote work arrangements currently have the equipment they need, adoption of this policy has no direct fiscal impact in the current year budget. The potential costs of remote work include: licensing for multi-factor security and VPN; purchase of equipment for use in the remote work location, such as laptops; and licensing for remote support software.





**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No. 1215	Date Issued: October 17, 2024
Section: 1200 – Personnel Policies	Date Revised:
SUBJECT: REMOTE WORK	
APPROVED: _____ Board Chairperson	

1.0 Purpose

To provide guidance for supervisors and employees in establishing and maintaining remote work opportunities, when this work arrangement is appropriate and possible based upon the employee’s job duties.

2.0 Policy

Remote work opportunities offer supervisors and employees flexibility in determining the best way to meet operational needs. These arrangements can reduce driving and parking demands while optimizing workspace utilization at the Authority, allowing more efficient use of office space for on-site staff. Remote work is not a condition of employment; it can be requested by employees on a voluntary basis. Employees who are approved for remote work are expected to work a “hybrid” schedule which includes work on-site at the Authority for a minimum of two days per week, or more depending on operational needs. Generally, requests to work remotely 100% of the time will not be approved, barring exceptional circumstances. If a request for remote work is approved, a Remote Work Agreement is required. The agreement must be completed and signed annually by both the employee and employee’s supervisor.

3.0 Eligibility

Not every Authority position nor every Authority employee will be eligible to work remotely. The business needs of each division will determine eligibility. Even if the duties of a particular position can be performed remotely, not every employee in that position may be eligible to work remotely. Individual eligibility is at the discretion of the Division Manager and the General Manager.

Employees must be in good standing, meet job performance expectations, and comply with the terms of the Remote Work Agreement they make with their supervisor. Newly hired employees still in their initial probationary period are not eligible to request remote work.



At times, employees may also be required to return to work at the Authority site on their scheduled remote work days for operational reasons such as (but not limited to) meetings or staffing coverage.

3.1 Business Needs

The business needs of the Authority will be foremost in determining eligibility. Some jobs are not practical or possible to perform remotely. Each division will determine which positions and which employees are eligible for remote work.

Examples of work that can be performed remotely:

- Electronic correspondence
- Writing reports
- Meetings that do not require in person interaction
- Doing Authority business while accessing systems that are available remotely

Examples of work that needs to be done on site:

- Staffing reception desks
- Configuring or deploying computers or other physical equipment
- Performance evaluations, discipline, and grievance meetings
- Doing Authority business while accessing systems that are not available remotely

3.2 Geographic Work Location

The expectation is that employees who perform remote work will do so from their personal residence located in the state of California. This best ensures that the employee will be available to meet the County's operational needs, including reporting to the Authority work site if needed.

3.2.1 Remote Work Combined with Vacation or Other Leave

Remote work should not be combined with vacation or other absence from work. Exceptions may be granted with the advance approval of the Division Manager and the General Manager, under limited circumstances.

3.3 Remote Workspace and Environment

Employees working remotely must have a private, safe location to work. All standards for maintaining the confidentiality of information such as Personally Identifiable Information (PII) and Criminal Justice Information (CJI) must be in place. Policies that pertain to work environment and security at the Authority work site apply to the Remote Work site as well.

3.3.1 Confidential and PII Information

It is the duty of the employee to safeguard sensitive information, including PII, both while in the office and while working remotely. PII refers to information that can be used to distinguish or trace an individual's

identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.

Examples of PII that are sensitive:

- Full or truncated Social Security numbers
- Dates of birth
- Addresses
- Phone numbers
- Email addresses
- Credit card numbers
- Financial information
- Mother's maiden name
- Biometric identifiers
- Medical information
- Passport number
- Driver's license number

CJI must be protected as described in the Criminal Justice Information Security (CJIS) manual. Employees accessing CJI are required to review requirements and pass an exam annually.

3.3.2 Documents

The employee and supervisor should work together to determine what types of documents are appropriate to take home and what documents should stay secured within the Authority workspace. Employees must ensure sensitive documents are appropriately marked and safeguarded to mitigate the risk of unauthorized disclosure.

3.3.3 Equipment and Document Security

The employee is responsible for securing Authority-related equipment and information, including while transporting information home or while traveling. If equipment or documents must be left unattended for a short period of time, always secure them, such as by locking the computer and putting documents away. Records must not be left unattended or exposed without proper safeguards. The employee's friends and family should not handle Authority records, so the employee must take care to put them away in a secure location. The employee should inventory documents prior to bringing them home and must ensure all documents are returned to the Authority workspace.

3.3.4 Communication

If other people are present at the employee's remote work location, then in addition to securing the computer and physical documents, the employee must also ensure that no one can overhear them when they are discussing confidential work matters over the telephone or in virtual meetings.

3.3.5 Ergonomics and Safety

The Authority will not set up or inspect the employee's remote workspace and it shall be the employee's responsibility to configure that space in a manner which allows them to perform their job duties safely and comfortably. If an employee is unable to set up their remote workspace in a manner which allows them to perform their work in a safe and ergonomically correct manner, remote work may not be appropriate for this employee.

The Authority is not responsible for any injuries that occur due to the employee's failure to set up the remote workspace in an ergonomically correct and safe manner.

3.4 Remote Work Agreements

Remote Work Agreements are negotiated between the employee and their supervisor. The agreement must contain details such as the employee's remote work location, work schedule, and any expectations that apply while the employee is working remotely. The Remote Work Agreement must be updated and signed annually.

4.0 Remote Work Expectations

Generally, the same productivity standards, performance expectations, accountability, and other policies shall apply to employees when working remotely as when working at the Authority work site.

4.1 Performance measurements

Supervisors will clearly communicate performance expectations to employees who work remotely and document and evaluate employees' compliance with those expectations. Supervisors should ensure work is completed correctly and in a timely manner, and that the employee receives appropriate training, guidance, and feedback. Performance evaluations shall be presented to the employee in person.

4.2 Communication

Supervisors will define communication standards and expectations and establish what status updates or check ins are required. The employee and supervisor should discuss the items listed below and document their agreement in the annual Remote Work Agreement.

4.2.1 Schedule

The employee and supervisor must establish a schedule that clearly specifies the hours and days the employee is working remotely and the hours and days the employee is working at the Authority work site. Employee schedules should be known to all employees which may be accomplished through use of the calendar system, the intranet website, and/or office whiteboards. The employee is responsible for reporting any changes to that schedule including absence and tardiness.

4.2.2 Authority business

Employees should be focused on and engaged in Authority business activities during their scheduled work time, regardless of where they perform that work. Employees will be accessible via email, phone, and other agreed-upon means of communication such as Teams or text messaging while working remotely and are expected to respond in a timely manner.

If employees who are working remotely need to conduct personal business during their scheduled work hours, they must do so during their meal and rest breaks or else make advance arrangements with their supervisor to adjust their work schedule to allow for the personal activities.

4.2.3 Work product/deliverables

The supervisor and employee must develop a plan for what work the employee will be performing while they are working remotely and specify how and when that work must be completed.

4.2.4 Feedback

Supervisors should conduct one-on-one and team meetings with employees working remotely with at least the same frequency as they conduct such meetings with on-site employees. Meetings may occur via virtual meeting applications, teleconference, or other remote communication methods. In addition to formal check-ins, supervisors should have regular communications with employees who are working remotely just as they would with employees who are working in the office.

4.3 Remote Meeting Attendance

Employees attending meetings while working remotely or who have requested remote attendance in advance, such as for meetings taking place outside of their normal in-office days/hours, are expected to be focused and engaged. Participation in meetings should not be combined with other activities that may distract the employee and prevent their full participation in the meeting.

Employees attending a meeting remotely must ensure they are in a quiet, distraction-free environment. The employee is expected to be on camera with audio and video enabled for the duration of the meeting. If the presenter has indicated they will be sharing materials that cannot be sent in advance, the employee must connect to the meeting using equipment that allows them to view the materials. If an employee cannot meet these requirements, they must attend in person unless an exception is granted by the meeting facilitator and/or the employee's supervisor.

5.0 Equipment, Workspace, and Remote Work Environment

Most employees working remotely will require internet access, a computer, and a phone; other equipment may also be necessary. Departments will work with employees to

determine an appropriate standard configuration for equipment and how the equipment needs will be met.

5.1 Internet Access

Employees accessing electronic tools, the Authority's network, and/or online Authority business applications will require reliable internet access that will allow them to perform their required job duties. Employees desiring remote work need to obtain, maintain, support, and pay for their own internet access.

5.2 Equipment

For most remote workers, computers, laptops, or tablets will be required to perform required job duties. Monitors, printers, webcams, headsets, and scanners are examples of other devices that might be required. The employee and their supervisor will work together to define the required tools and how they will be provided. This policy allows for the use of Authority-issued as well as personal equipment to be used by the remote worker.

5.3 Cybersecurity Requirements

Employees opting to use personal computers, laptops, or tablets that are used to access the Authority's network must have their own user name and password to the device that is not shared with other members of the household. In addition, they are required to install a remote management client provided by the Authority as well as an endpoint protection client. Questions about versions of operating systems, browsers, and other non-Authority supplied software may be referred to the Systems Division.

5.4 Systems Division Support

Systems Division staff are available to support remote staff. The Help Desk phone is staffed Monday through Friday, 8 a.m. to 5 p.m.. Email support is also available. Systems Division staff are not able to provide in-person services at the home of the remote worker. Systems Division staff are not responsible for supporting personal devices or other personal equipment, home internet services, or other non-Authority infrastructure used by the remote worker.

6.0 Compensation

Remote work is optional and working remotely does not change employee compensation. There is no differential for remote work. Employees working remotely who are required to return to the Authority work location, or who are splitting their day between on-site and remote work, will not be compensated for travel, gas, or lodging.

7.0 Revocation of Remote Work

The Authority may rescind this policy at any time. The division manager or General Manager may determine that remote work is no longer appropriate for a position or that the employee is no longer meeting the eligibility requirements for remote work. This can be due to changes affecting or altering the employee's remote work site, employee

performance issues, or other concerns. The responsibilities of the position may change, making remote work no longer appropriate. In any of these situations, the employee would be required to resume working exclusively at the Authority's work site.

SANTA CRUZ REGIONAL 9-1-1 JPA
PARS OPEB Trust Program

Account Report for the Period
7/1/2024 to 7/31/2024

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 7/1/2024	Contributions	Earnings	Expenses	Distributions	Transfers	Ending Balance as of 7/31/2024
OPEB	\$351,368.82	\$0.00	\$8,203.55	\$170.80	\$0.00	\$0.00	\$359,401.57
Totals	\$351,368.82	\$0.00	\$8,203.55	\$170.80	\$0.00	\$0.00	\$359,401.57

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	2.33%	6.73%	10.81%	1.65%	4.72%	-	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

03-20-24A 13:25 RCVD

SANTA CRUZ REGIONAL 9-1-1 JPA
PARS OPEB Trust Program

Account Report for the Period
8/1/2024 to 8/31/2024

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 8/1/2024	Contributions	Earnings	Expenses	Distributions	Transfers	Ending Balance as of 8/31/2024
OPEB	\$359,401.57	\$50,000.00	\$5,936.71	\$173.31	\$0.00	\$0.00	\$415,164.97
Totals	\$359,401.57	\$50,000.00	\$5,936.71	\$173.31	\$0.00	\$0.00	\$415,164.97

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	1.56%	5.13%	14.45%	1.94%	4.95%	-	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

19-24-24A 13:58 RCVI



August 28, 2024

Matt Huffaker, Board Secretary
Santa Cruz Consolidated Emergency Communications Center DBA Santa Cruz Regional 9-1-1
495 Upper Park Road
Santa Cruz California, 95065-2121

Re: No Paid Property/Liability Claims in 2023-24

Dear Matt,

On behalf of SDRMA Board of Directors and staff, I am thrilled to extend our heartfelt congratulations to you and your organization for achieving an outstanding milestone during the 2023-24 program year—completing the year with no “paid” property/liability claims! A “paid” claim for the purposes of this recognition represents the first payment on an open claim during the prior program year and excludes property claims.

In recognition of this significant accomplishment, I am pleased to inform you that Santa Cruz Consolidated Emergency Communications Center DBA Santa Cruz Regional 9-1-1 has earned one credit incentive point (CIP). This well-deserved recognition not only highlights your excellence in risk management, but also rewards your efforts by reducing your annual contribution amount. It is our way of acknowledging the hard work and dedication that went into maintaining a safe and secure environment.

This remarkable achievement is a testament to the dedication, diligence, and proactive risk management strategies that you and your team have consistently demonstrated. Managing risks effectively is no small feat, and your success in preventing paid claims speaks volumes about your commitment to safety, careful planning, and the well-being of your community and employees.

We are genuinely excited about your success and look forward to continuing our partnership in fostering a culture of safety and responsibility within your special district. Your leadership sets a powerful example for other members, and we are proud to have Santa Cruz Consolidated Emergency Communications Center DBA Santa Cruz Regional 9-1-1 as a part of SDRMA.

Once again, congratulations on this exceptional achievement. Please do not hesitate to reach out if there is anything we can do to support your continued success.

Sincerely,

Sandy A. Seifert-Raffelson, President
Board of Directors
Special District Risk Management Authority



2024-08-28 10:18 RCVD