

Emergency Communications Executive Board

ECD Executive Board Action 24-004

Date: February 22, 2024

Presented by: John Vaught/ Lee Ann Magoski **On behalf of:** Emergency Communications Department

Action:

1. Approve, and recommend the Monterey County Board of Supervisors approve, the Emergency Communications Department Dispatch Budget (Fund 028), which includes \$196,214 of Inform Mobile expenses and revenues, in the amounts of:

- Revenue: \$14,863,710
- Appropriations: \$14,863,710

2. Authorize the Department of Emergency Communications to bill the dispatch costs quarterly, in advance of each quarter and Inform Mobile costs in full to actual expenses in the 4th quarter of fiscal year 2024/25.

Budget Summary

This budget funds the general operations of the Emergency Communications Department (ECD) to provide dispatch and call taking services and includes all personnel costs, services and supplies, and overhead costs charged through the County Cost Allocation Plan, as well as surplus revenue to fund the Department's Reserve. The budget includes costs for the Inform Mobile licenses and offsetting revenue from NGEN O&M fees for administrative services provided by the Department. See **Exhibit A** for detail.

While this is a status-quo budget with reductions for projects, this budget does NOT include a surplus offset as the past several budgets have which causes increased billable amounts and shortfalls in County funding.

Emergency Communications - FY2024/25 Budget Proposals				
	FY24 Budget	FY25 Budget	Increase %	Increase \$
Salary/Benefits*	\$ 12,051,910	\$ 12,579,276	4.4%	\$ 527,366
Services/Supplies	\$ 2,683,072	\$ 2,284,434	-14.9%	\$ (398,638)
Total Expenses	\$ 14,734,982	\$ 14,863,710	0.9%	\$ 128,728
<i>After Proposed FY24 Budget Increase</i>	\$ 15,302,811	\$ 14,863,710	-3%	\$ (439,101)

Augmentation Process for County Funding:

The County's payment is for services provided to County Departments (Sheriff, Probation, Crisis Team) and the payment is normally comprised of Public Safety Sales Tax (Prop 172) and General Fund Contribution (GFC). The County determines the amount of GFC based on the prior year level with adjustments for one-time funding, insurance, cost allocation plan, and workers comp changes. A pro-rated growth/reduction factor is then applied.

This GFC allocation does not consider changes to Prop 172, prior year surplus applied to offset charges to the County, or approvals of this Executive Board based on the changing needs of the Department.

If this budget is approved, the Department will be required to request an augmentation for extra funding from the Board of Supervisors due to a County funding shortage of \$374,600.

The Department must charge all Parties based on their billable ratio so equivalent cuts must be made to all agencies resulting in a budget reduction of \$3.12 for every \$1 reduction to County funding. This proposed budget requires an augmentation of \$1,188,152.

The following County funding reductions create the need for the augmentation request. The department is able to have a lower augmentation than the reduction shown below because of the recommendation of no reserve contribution built into the proposed budget.

Pro-rated GFC Shortfall	\$(26,168)
County Share of Prior Year Surplus Offsets	\$(278,528)
Prop 172 Decrease (County Retained Portion)	\$(133,007)
Total County Funding Reduction	\$(437,703)
Divided by County payable ratio	32.018%
Total Budget Reduction for Reduced County Funding	\$(1,367,056)

Risks:

If the County does not fund its share of this budget according to the formulas in the 9-1-1 services agreement, then the Department will need to cut 8 vacant Dispatcher positions which will cause reductions in service levels, quality, and safety considerations. While the Department has shown consistent vacancies, this reduction will stop almost all hiring and set staffing growth back several years. When these positions are vacant, the salary savings is used to offset overtime so the elimination of the vacant positions will be a direct reduction to staffing hours.

The SEIU labor contract for Dispatch staff and the CEMA labor contract for managers both end during the fiscal year and future compensation package changes are unknown.

Reserve

This budget does not include any contribution to the Dispatch Reserve. The Department's Dispatch Reserve policy is to maintain a minimum reserve balance of 10%, and a target balance of 15% of the annual operating budget. The Department anticipates ending fiscal year 2023-24 with a Reserve balance of \$2,369,717 which is 15.9% of the proposed FY25 budget.

The Department recommends any surplus from FY23-24 be placed in the reserve in-lieu of a FY24-25 contribution and to prevent future swings in billing amounts due to carried surplus.

Dispatch Billing Details

This budget will be billed out in accordance with the 9-1-1 Services Agreement in the amounts shown in **Exhibit B** of this document based on the cost ratios shown in **Exhibit C**. Costs are charged based on an equally weighted three factor allocation ratio of:

- Number of Calendar Year 2023 incidents per agency
- Jurisdictional Population as of January 1, 2023 from the May 1, 2022 California Dept. of Finance E-1 Report
- Jurisdictional Assessed Property Value from the Monterey County FY2023-24 Tax Rate Book

As required by the 9-1-1 Services Agreement, the ECD Operations Board reviewed and recommended this workload factor at their February 15, 2024 meeting.

Invoicing will be quarterly in advance of each quarter during the fiscal year and any funds that are collected but not expended will be held and only used at the direction of this Board. Payments not received within 30 days of invoicing will be assessed a 5% late fee on the amount due and continue to be assessed an additional 5% every 30 days until fully paid.

Inform Mobile

Inform Mobile costs will be billed in full in Quarter 4 to actual costs and are budgeted to be \$196,214 in FY2024/25. Inform Mobile costs are allocated and charged by the number of mobile licenses issued to each agency using counts from the Inform database which will be pulled in early CY2025.

Fiscal Impact:

The User Agencies will pay fees as shown on **Exhibit B** plus actual costs for Inform Mobile.

The Emergency Communications Department recommends that:

Executive Board approve this action and recommend the Monterey County Board of Supervisors approve funding the Department with \$2,308,971 of General Fund Contribution required for this budget to pay for Sheriff and probation workload as well as nonrecoverable costs.

If any minor changes to County allocated charges are received, the Department will make every effort to balance them to not change the billable amount.

_____ **Executive Board Action** _____

Modification to requested action: Yes ___ No ___

Vote Date 2/22/2024

Motion by _____ 2nd _____

/s/ Chair _____

Yeas: _____

Nays: _____

EXHIBIT A – Year Over Year Budget Detail

Emergency Communications - FY2024/25 Budget Proposals				
	FY24 Budget	FY25 Budget	Increase %	Increase \$
Salary/Benefits*	\$ 12,051,910	\$ 12,579,276	4.4%	\$ 527,366
Services/Supplies	\$ 2,683,072	\$ 2,284,434	-14.9%	\$ (398,638)
Total Expenses	\$ 14,734,982	\$ 14,863,710	0.9%	\$ 128,728
<i>After Proposed FY24 Budget Increase</i>	\$ 15,302,811	\$ 14,863,710	-3%	\$ (439,101)
<i>Augmentation 1</i>		\$ (1,188,152)		
Without GFC Augmentation	\$ 14,734,982	\$ 13,675,558	-7.2%	\$ (1,059,424)
Reserve Funding	\$ 329,000		-100.0%	\$ (329,000)
Increases to your Payments:		Decreases to your Payments:		
No more surplus offset. \$291k unnecessary CAD maintenance payment, \$583k surplus	\$ 875,050	No Reserve Contribution. 15% Target Balance has been reached		\$ 329,000
New Background Investigator and added Psychological Assessments	\$ 40,000	CAD Servers Purchased in FY24		\$ 160,000
Backup Power UPS Replacement	\$ 55,000	Fence Project Complete		\$ 248,786
NGEN OM Admin Fee Reduced to 5%	\$ 60,000	ERP Replacement Charge Complete		\$ 51,433
Staffing and Building Use Study	\$ 50,000	Insurance and Post Employment Benefits Decrease		\$24,500
New Contractual Special Pays in CEMA and SEIU, Special Temporary Assignment Pay	\$ 85,000			
	\$ 1,165,050			\$ 813,719
KNOWN FY25 BUDGET RISKS:				
1. SEIU and CEMA labor contracts end. New contract terms unknown.				
2. County does not increase GFC and 8 vacant CD2 positions are cut				

EXHIBIT B – Year Over Year Billing Amounts

Agency	FY2024/25 Estimated Total Cost	FY2023/24 Estimated Total Cost	FY24/25 Increase	FY24/25 Increase %
Del Rey Oaks	\$ 59,319	\$ 53,664	\$ 5,654	11%
Gonzales	\$ 173,567	\$ 158,613	\$ 14,955	9%
Greenfield	\$ 351,602	\$ 308,340	\$ 43,262	14%
King City	\$ 245,522	\$ 233,270	\$ 12,252	5%
Marina	\$ 562,941	\$ 507,950	\$ 54,991	11%
Monterey	\$ 958,385	\$ 923,127	\$ 35,258	4%
Pacific Grove	\$ 438,724	\$ 418,887	\$ 19,837	5%
Salinas	\$ 3,192,193	\$ 3,041,508	\$ 150,686	5%
Sand City	\$ 46,095	\$ 41,150	\$ 4,945	12%
Seaside	\$ 717,696	\$ 687,894	\$ 29,802	4%
Soledad	\$ 393,015	\$ 363,890	\$ 29,125	8%
City of Carmel (Fire Ambulance)	\$ 26,749	\$ 24,456	\$ 2,293	9%
Big Sur Volunteer Fire Brigade	\$ 4,583	\$ 3,645	\$ 938	26%
North County Fire District	\$ 62,755	\$ 57,750	\$ 5,005	9%
Monterey County Regional Fire	\$ 90,627	\$ 84,079	\$ 6,548	8%
CSU Monterey Bay	\$ 168,293	\$ 142,675	\$ 25,618	18%
Correctional Training Facility	\$ 55,947	\$ 36,907	\$ 19,040	52%
County - Includes GFC & Prop 172	\$ 4,535,228	\$ 4,332,146	\$ 203,083	5%

The notable increases for CTF and CSU are due to an increase in call volume (miscellaneous agencies are charged based only on call volume).

The Big Sur increase is primarily due to an increase in assessed property value.

Exhibit C – Year over Year Dispatch Cost Ratios

Party	FY25 Proposed Billable Ratio	FY24 Adopted Billable Ratio	YoY Increase/ Decrease
Del Rey Oaks	0.55%	0.53%	0.02%
Gonzales	1.61%	1.57%	0.05%
Greenfield	3.26%	3.04%	0.22%
King City	2.28%	2.30%	-0.02%
Marina	5.23%	5.01%	0.21%
Monterey	8.90%	9.11%	-0.21%
Pacific Grove	4.07%	4.13%	-0.06%
Salinas	29.63%	30.01%	-0.38%
Sand City	0.43%	0.41%	0.02%
Seaside	6.66%	6.79%	-0.13%
Soledad	3.65%	3.59%	0.06%
County of Monterey	32.02%	31.83%	0.19%
City of Carmel (Fire only)	0.25%	0.24%	0.01%
Big Sur Volunteer Fire Brigade	0.04%	0.04%	0.01%
North County Fire Protection District	0.58%	0.57%	0.01%
Monterey County Regional Fire	0.84%	0.83%	0.01%
MISC Agencies - Topline Revenue reducing billable costs for Cities/Fire Districts			
California State University	1.15%	1.02%	0.12%
Correctional Training Facility	0.38%	0.26%	0.12%