



# County of Monterey

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

## Board Report

---

**File #:** A 20-100, **Version:** 1

---

- a. Approve and authorize the Director of the Emergency Communications Department to sign the 911 Services Agreement with the cities and fire districts of Monterey County, the Monterey Peninsula Airport District, and other miscellaneous agencies in Monterey County who receive 9-1-1 call taking, dispatching, and other related services from the Emergency Communications Department for an initial term effective upon execution and continuing for a period of three years plus the remainder of the current fiscal year;
- b. Approve and authorize an auto-renewal clause; and
- c. Authorize the Director of the Emergency Communications Department to sign up to three (3) future amendments to this agreement, including amendments to add new parties, when the amendments are approved by both County Counsel and the Emergency Communication Department's Executive Board.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Emergency Communications Department to sign the 911 Services Agreement with the cities and fire districts of Monterey County, the Monterey Peninsula Airport District, and other miscellaneous agencies in Monterey County who receive 9-1-1 call taking, dispatching, and other related services from the Emergency Communications Department for an initial term effective upon execution and continuing for a period of three years plus the remainder of the current fiscal year;
- b. Approve and authorize an auto-renewal clause; and
- c. Authorize the Director of the Emergency Communications Department to sign up to three (3) future amendments to this agreement, including amendments to add new parties, when the amendments are approved by both County Counsel and the Emergency Communication Department's Executive Board.

**SUMMARY/DISCUSSION:**

The Monterey County Emergency Communications Department (ECD) is a consolidated public safety answer point (PSAP) and dispatch facility serving 28 law enforcement, fire protection, and emergency medical services (EMS) response agencies throughout Monterey County. The services provided consist of all call taking, dispatching, and other related services. This 911 Services Agreement sets forth the governance and financing of the ECD's PSAP and dispatch operation.

The parties to this agreement are represented by two governing Boards: the Executive Board and the Operations Board. The Operations Board's key mandates include developing and recommending operational requirements and tasking groups to address operational issues. The Operations Board makes reports and recommendations to the Executive Board. The Executive Board has the responsibility to make recommendations that affect the costs, nature and scope of the emergency communications services provided to the users through this proposed Agreement with the final authority for the ECD's budget resting with the Board of Supervisors.

Currently, these call taking and dispatch services are governed under two separate agreements that were executed by the County 2001:

- Agreement for 9-1-1 Emergency Communications Dispatch Services - the City and Fire District 9-1-1 Services Agreement
- Agreement for 9-1-1 Emergency Communications Dispatch Services for Miscellaneous

Agencies - the miscellaneous agency 9-1-1 Services Agreements

This proposed agreement with join all users under a single agreement and upon execution of the new agreement both prior agreements, and any amendments to them, will be immediately terminated.

OTHER AGENCY INVOLVEMENT:

County Counsel has approved this agreement as to legal form. The Auditor-Controller and Contracts/Purchasing have reviewed and approved this agreement. This agreement was developed in collaboration with the ECD Operations Board and the Executive Board. The Executive Board recommended this agreement for execution by the parties at their April 6, 2020 meeting. The predecessor to the Executive Board, the Emergency Communications Policy Advisor Council (ECPAC), also recommended this agreement for approval at their May 8, 2020 meeting. The approval of this agreement will disband their governance authority and formally replace them with the Executive Board.

FINANCING:

This agreement defines the cost recovery and billing structure for call taking and dispatch services provided by ECD to the parties. The costs for call taking and dispatch are charged to the users through a 3-factor billing formula that weights the workload, population, and property value of the users. Miscellaneous agencies that do not have population and/or property values are charged only by their share of workload. Through this agreement, the ECD recovers approximately 70% of the cost of these services from the non-County user agencies while the remaining 30% is paid by the County for services provided to County Department's including the Sheriff and Probation. The California Proposition 172 (Prop172) funds that the County receives are also shared with the ECD and its users through this agreement, with the Board of Supervisors maintaining final authorization for the Prop 172 distribution through the County's annual budget process.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This Agreement correlates to the Board's Administration and Public Safety Strategic Initiatives by establishing an agreement for the governance and financing structure of the County-wide emergency call taking and dispatch services provided by the Emergency Communications Department.

Mark a check to the related Board of Supervisors Strategic Initiatives

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

Prepared by: John Vaught, Finance Manager, x8883

Approved by:

\_\_\_\_\_  
Lee Ann Magoski x8880  
Emergency Communications Director

Attachments:

911 Services Agreement