



# County of Monterey

**Item No.34**

## Board Report

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

**Legistar File Number: A 26-029**

**February 10, 2026**

**Introduced:** 1/21/2026

**Current Status:** General Government -  
Consent

**Version:** 1

**Matter Type:** BoS Agreement

- a. Approve and authorize the Director of the Emergency Communications Department to sign a retroactive agreement with InTime Services, Inc. in an amount not to exceed \$30,856, for the term of October 6, 2025 through October 5, 2030, for hosted scheduling software;
- b. Accept nonstandard terms as recommended by the Director of the Emergency Communications Department; and
- c. Authorize the Director of the Emergency Communications Department to sign up to three (3) additional amendments to this Agreement where the amendments do not significantly change the scope of services and do not add more than 10% (\$3,085) of the original agreement amount for a maximum aggregate agreement total of \$33,941.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Emergency Communications Department to sign a retroactive agreement with InTime Services, Inc. in an amount not to exceed \$30,856, for the term of October 6, 2025 through October 5, 2030, for hosted scheduling software;
- b. Accept nonstandard terms as recommended by the Director of the Emergency Communications Department; and
- c. Authorize the Director of the Emergency Communications Department to sign up to three (3) additional amendments to this Agreement where the amendments do not significantly change the scope of services and do not add more than 10% (\$3,085) of the original agreement amount for a maximum aggregate agreement total of \$33,941.

### SUMMARY:

This board report is requesting approval to enter into an agreement for scheduling software from InTime Services, Inc. for the Department of Emergency Communications to use for scheduling our 24/7 public safety dispatch and call-taking operation.

### DISCUSSION:

The Monterey County Emergency Communications Department (ECD) is a consolidated Public Safety Answering Point for 9-1-1 emergency and non-emergency calls as well as a radio dispatch facility serving 28 law enforcement, fire protection, and emergency medical response agencies throughout Monterey County.

ECD has been using InTime software for scheduling since 2020 and InTime is not willing to continue the previously negotiated terms. ECD attempted to begin negotiations in July 2025 and due to significant delays in vendor response, final terms were agreed to in January 2026 necessitating this retroactive approval request.

OTHER AGENCY INVOLVEMENT/COMMITTEE ACTIONS: County Counsel has reviewed and approved Agreement as to form. The Auditor-Controller cannot approve this non-standard agreement. Contracts/Purchasing has reviewed this Agreement.

FINANCING:

The Department has sufficient funds in 028-1520-8507-EME004 in the FY2025/26 Adopted Budget to cover this cost and will request funding for future budget years through the annual budget process.

BOARD OF SUPERVISORS STRATEGIC PLAN GOALS:

Mark a check to the related Board of Supervisors Strategic Plan Goals.

This agreement allows for efficient scheduling of ECD staff.

- Well-Being and Quality of Life
- Sustainable Infrastructure for the Present and Future
- Safe and Resilient Communities
- Diverse and Thriving Economy
- Administrative

Prepared by: John Vaught, Finance Manager II, x8883

Approved by: Lee Ann Magoski, Director of Emergency Communications Department, x8880

Attachments:

- Agreement
- Board Report