DATE:       August 23, 2011
TO:         Honorable Richard J. Loftus, Presiding Judge, Santa Clara County Superior Court
FROM:       Governing Body, City of Los Altos
SUBJECT:    Responses to Findings and Recommendations in the Final Report by the 2010-2011
            Santa Clara County Civil Grand Jury; “Can You Hear Me Now?” Emergency
            Dispatch in Santa Clara County.

Finding 1
Dispatch consolidation would result in more cost-effective and efficient emergency response and
should be implemented throughout Santa Clara County.

Response 1
Respondent (City of Los Altos) agrees with the finding.

Recommendation 1
Jurisdictions which maintain their own dispatching centers – Campbell, Gilroy, Los Altos, Los
Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, the City of Santa
Clara, and Sunnyvale – and all jurisdictions which use Santa Clara County Communications for
dispatch – Cupertino, Los Altos Hills, and Saratoga – should consolidate dispatch with neighboring
jurisdictions and, where appropriate, should issue RFPs to do so.

Response 1
The recommendation has been implemented. The cities of Los Altos, Palo Alto and Mountain View
are in the process of collaborating on a joint virtual dispatch center consolidation project. Requests
For Proposals (RFPs) for portions of the project have been issued.

Finding 2
Radio equipment has not been standardized and impedes effective countywide communication and
emergency dispatch.

Response 2
Respondent agrees with the finding.
**Recommendation 2**
Jurisdictions which maintain their own dispatching centers – Campbell, Gilroy, Los Altos, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, the City of Santa Clara, and Sunnyvale; all jurisdictions which use Santa Clara County Communications for dispatch – Cupertino, Los Altos Hills, and Saratoga; the Santa Clara County Sheriff’s Office; and Santa Clara County, should continue to work with the Silicon Valley Regional Interoperability Association to achieve countywide standardization of radio technology.

**Response 2**
The recommendation has been implemented. The City is now working with the Silicon Valley Regional Interoperability Association (SVRIA) to achieve a countywide standardization of radio technology. A City representative sits on the SVRIA Working Committee and Radio Interoperability sub-committee. The City has issued an RFP to implement a mutual aid radio channel for the cities of Los Altos, Palo Alto and Mountain View. The system will be scalable to allow other agencies to join.

End of Response Report