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SEP 12 2011

DAVID H. YAMASAKI
Chief Executive Officer/Clerk,
Superior Court of CA County of Santa Clara
BY D. ALDYCKI *[Signature]*



Mayor

Jamie L. Matthews

Council Members

Lisa M. Gillmor
Will Kennedy
Patrick Kolstad
Patricia Mahan
Jamie McLeod
Kevin Moore

August 31, 2011

Honorable Richard J. Loftus, Jr.
Presiding Judge
Santa Clara County Superior Court
191 North First Street
San Jose, CA 95113

Dear Judge Loftus:

Per California Penal Code sections 933(c) and 933.05, please find below the City of Santa Clara's responses to the findings and recommendations found in the 2010-2011 Santa Clara County Civil Grand Jury Report, "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.

City Response to Finding 1:

The City agrees, in part, with the finding.

The City agrees that consolidation of the dispatch centers at smaller agencies could result in cost savings for those entities. The City does not believe, however, that transferring its dispatch function to an alternate location would result in more efficient emergency response.

Consolidation that results in eliminating and/or combining administrative and managerial positions or reducing the quantity of line personnel can be more cost effective. The City does not dispute this point, but each individual agency would need to conduct its own cost/benefit analysis to determine if consolidation is truly cost effective as it pertains to their situation. The capital outlay for the technology required to consolidate would be significant.

The City disagrees with the assertion that our emergency response would be more efficient under a consolidated dispatching system. The study suggests that there is a twenty second to three minute delay for medical calls due to the need to transfer the call

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to County Communications. This is not the case in the City of Santa Clara. On the vast majority of calls, life saving medical equipment and personnel from the Santa Clara Fire Department is dispatched from our Communications Center in less than a minute from the time a citizen dials 9-1-1. Our medical calls are not transferred to County Communications. (We do contact County Communications at the touch of a button, via a dedicated line, only to request an ambulance). This results in very efficient dispatching and arrival of life saving medical assets. Additionally, our dispatch personnel are highly trained in Emergency Medical Dispatching (EMD) and provide medical instructions to the caller until help arrives.

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 RFP’s to do so.

City Response to Recommendation 1:

The recommendation will not be implemented because it is not warranted or is not reasonable at this time.

The City of Santa Clara recently made a \$5 million capital investment in a brand new, state-of-the-art, 9-1-1 Communications Center to serve its citizens. This facility is less than a year old. The center fields over 184,000 calls per year and dispatches over 82,000 events to Police, Fire, and EMS personnel. Additionally, the City’s entire radio system is operated from here and provides vital communications to Public Works, Parks and Recreation, and the City-owned electric utility department--Silicon Valley Power. The center does more than just dispatch Police and Fire first responders. The Center is a vital part of the City’s structure and would play a critical role in any major disaster.

The City of Santa Clara may be interested in participating in some degree of consolidation as a provider. The City of Santa Clara would examine and consider responding to any RFP’s soliciting the consolidation or provision of dispatch services. Our facility is large enough and our systems are robust enough that we could be a potential site for other jurisdictions that are looking to outsource or consolidate their dispatching function.

Finding 2:

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

City Response to Finding 2:

The City 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 (sic) to achieve countywide standardization of radio technology.

City Response to Recommendation 2:

The recommendation has been implemented.

The City of Santa Clara, via its Police Department, has a multi-year history of being an active participant in the Silicon Valley Regional Interoperability Authority (SVRIA), and its predecessor, the Silicon Valley Regional Interoperability Project (SVRIP). Santa Clara Police Department personnel, in partnership with colleagues from the Sunnyvale Department of Public Safety, were recently responsible for initiating the Authority's renewed focus on and goal of building a single countywide radio system. A radio system covering the cities of Santa Clara and Sunnyvale will be the first phase of a multi-phase countywide build out.

The Santa Clara County Police Chiefs Association also recognized the importance of a countywide radio system. The association recently made the countywide radio system its number one priority when it pertains to grant funding. Because of this support, SVRIA has been able to obtain approximately \$1.2 million dollars in federal grant funding to begin building this countywide system.


Meetings took place in May and June of 2011 between SVRIA and representatives from many agencies in Santa Clara County. An RFP is currently being created for phase one of this project. The goal of SVRIA is to have the RFP for phase one released for proposals by September 1, 2011, with phase one completed by November of 2012.

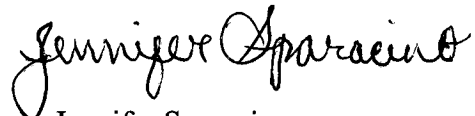
The City of Santa Clara, via its Police Department, is committed to working with the Silicon Valley Regional Interoperability Authority (SVRIA) until a truly interoperable countywide radio system is built.

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If there are any questions in regards to the City's response to the Grand Jury's findings and recommendations, please contact City Manager Jennifer Sparacino at (408) 615-2210. Thank you for the opportunity to comment on the report.

Sincerely,


Jamie L. Matthews
Mayor


Jennifer Sparacino
City Manager

JLM:JS:yfg

cc: City Council
Kevin Kyle, Police Chief
Phil Kleinheinz, Fire Chief