

LOSALTOS HILLS



CALIFORNIA

**FILED**

AUG 04 2011

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

July 22, 2011

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

Re: 2010-2011 Santa Clara County Civil Grand Jury Final Report – “Can You Hear Me Now?”  
Emergency Dispatch in Santa Clara County

Dear Judge Loftus,

Please find the response requested to the subject report as filed with the Clerk of the Court on June 15, 2011.

With regard to Finding 1, The Town of Los Altos Hills agrees with the finding that dispatch consolidation would result in more cost-effective and efficient emergency response and should be implemented throughout Santa Clara County.

With regard to Recommendation 1, the recommendation that jurisdictions which use Santa Clara County Communications for dispatch should consolidate with neighboring jurisdictions will not be implemented because it is not warranted. The purpose of consolidation would be to eliminate a duplication of services. However, jurisdictions including Los Altos Hills which use Santa Clara County Communications for dispatch have already consolidated. The Town has a long term agreement with the County for law enforcement services that includes emergency communications and dispatch services in support of the Sheriff's Department and Town operations. Services include 24 hour per day 911 telephone answering and radio dispatching of Sheriff's personnel. The Civil Grand Jury's Report provides no clear reasoning as to why jurisdictions using County Communications for dispatch should instead consolidate with other neighboring jurisdictions which all currently operate local dispatch centers. The Town's law enforcement services contract with the County may be allowed to expire on July 1, 2014. At such time, the Town would be free to consider procuring any available alternative consolidated dispatch service.

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With regard to Finding 2, The Town of Los Altos Hills agrees with the finding that radio equipment has not been standardized and impedes effective countywide communication and dispatch.

With regard to Recommendation 2, the recommendation that jurisdictions which use Santa Clara County Communications for dispatch should continue to work with the Silicon Valley Regional Interoperability Association (SVRIA) to achieve countywide standardization of radio technology has been implemented to the extent practicable. The Town's work with the SVRIA is largely indirect. This is because the Town employs no dispatch or communications personnel and does not lease, own or maintain any radio equipment. The Town endorses the SVRIA JPA's goal to achieve countywide standardization of radio technology. The Town contracts with the County for communications and dispatch services and supports the County's active participation in SVRIA.

On behalf of the Town, I thank the Santa Clara Civil Grand Jury for providing a comprehensive review of emergency dispatch services in Santa Clara County.

Respectfully submitted,



Carl Cahill  
City Manager