



TOWN OF LOS GATOS

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September 13, 2011

FILED

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

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

Dear Judge Loftus:

Attached please find the Town of Los Gatos' response to the Santa Clara Grand Jury reports for both **dispatch service consolidation** and fire service consolidation and modification. These responses were reviewed and approved by the Los Gatos Town Council on September 6th, 2011.

Should you have any questions regarding the enclosed document, please feel free to call me at 408-354-6832.

Sincerely,

GREG LARSON
Town Manager

GL:jj

cc: Chief Scott Seaman
Fire Chief Ken Kehmna

Attachments:

- 1) Town of Los Gatos Response to Santa Clara Grand Jury Report: **"Can You Hear Me Now?" Emergency Dispatch in Santa Clara County**
- 2) Town of Los Gatos Response to Santa Clara Grand Jury Report: Fighting Fire or Fighting Change? Rethinking Fire Department Response Protocol and Consolidation Opportunities

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**Town of Los Gatos Response to Santa Clara Grand Jury Report: "Can You Hear Me Now?"
Emergency Dispatch in Santa Clara County**

September 13, 2011

The dispatch report outlines the basic issues associated with providing dispatch service to a community for both police and fire. The report's inquiry and discussion leads to findings and recommendations supporting consolidation of services and standardization of equipment and technology. The report specifically recognized the Town and Campbell for their current work to issue a request for proposals to study a full or partial consolidation of dispatch services. Two findings and recommendations were made in the report. The Town is required to respond to both.

Finding 1

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

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.

Town response:

Agree. The recommendation has not been implemented, but will be implemented in the future.

The Town of Los Gatos is preparing to issue a contract to study consolidation of dispatch with the City of Campbell and expects to have the results of that study by January 2012. While the Town indicates that it agrees with the recommendation, a decision to consolidate with Campbell is dependent upon receipt and consideration of the study and Town Council consideration of cost savings/service level impacts.

In addition, the Town of Los Gatos has participated in regional dispatch consolidation research through the Chief of Police's involvement as chair of the Silicon Valley Regional Interoperability Authority (SVRIA) Working Committee. The chief has convened two meetings with public safety officials to discuss regional consolidation and also participated in a December 2010 site visit to the Utah dispatch center identified in the Grand Jury report. The complete study and analysis of regional dispatch is a high priority for County police chiefs including the Los Gatos Chief. Several agencies are exploring varying models of collaboration to include virtual and traditional brick and mortar regionalization. Since the role of the dispatcher plays a key part in the successful delivery of community safety, agencies are deliberate in their review to help ensure the highest quality dispatch services.

Finding 2

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

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 Authority to achieve countywide standardization of radio technology.

Town Response

Agree. The recommendation has been implemented.

A county-wide interoperable radio system is in the planning stages. The Silicon Valley Regional Interoperability Authority is preparing a formal request for proposals to be released in late 2011. A project of this magnitude requires significant infrastructure investment funded through sources not yet identified. Until a project funding stream is identified, this project will receive priority funding for Homeland Security Grants. In addition, the Town is upgrading and standardizing its dispatch system as a sub-recipient through the City of Sunnyvale.