



Councilmember: Marshall Anstandig
Councilmember: Burton Craig
Councilmember: Susan Garner
Councilmember: Lana Malloy
Councilmember: Curtis Rogers

City of Monte Sereno

City Manager: Brian Loventhal
City Clerk: Andrea Chelemengos
Finance Officer: Sue L'Heureux
Building Official: Howard T. Bell

October 18, 2011

Helene I Popenhager
Foreperson
2010-2011 Civil Grand Jury
Superior Court Building
191 North First Street
San Jose, CA 95113

FILED

OCT 25 2011

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

Dear Ms. Popenhager

Enclosed is the City of Monte Sereno's response to the Civil Grand Jury's Final Reports on:

- "Can You Hear Me Now?" Emergency Dispatch in Santa Clara County.
- Fighting Fire of Fighting Change? Rethinking Fire Department Response Protocol and Consolidation Opportunities.
- Rehiring of Pensioners: Bad Policy, Good Policy or Both?

The responses were considered and approved by the Monte Sereno City Council at its August 16, 2011 City Council meeting.

If you have any questions need additional assistance, please do not hesitate to contact me.

Sincerely,

Andrea M. Chelemengos
City Clerk

Enclosures (3)

City of Monte Sereno Response to the
Santa Clara County Civil Grand Jury Report:
“Can You Hear Me Now?” Emergency Dispatch in Santa Clara County

Report Issued: June 15, 2011
Response Date: August 16, 2011

Finding 1

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

The City of Monte Sereno 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.

The recommendation has been implemented. Although the City of Monte Sereno does not directly maintain its own dispatch center, the City contracts with the Town of Los Gatos for law enforcement and dispatch services. The Town of Los Gatos and the City Campbell currently have a joint Request for Proposal (“RFP”) out to explore complete or partial consolidation of their two dispatch centers.

Finding 2

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

The City of Monte Sereno 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.

The City of Monte Sereno has implemented the recommendation. The City of Monte Sereno continues to participate in the Silicon Valley Regional Interoperability Association to achieve standardization of radio technology.