



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:  
Fighting Fire or Fighting Change? Rethinking Fire Department Response Protocol and  
Consolidation Opportunities  
Report Issued: June 15, 2011  
Response Date: August 16, 2011

**Finding 1**

It is extremely costly to equip a fire department for only the occasional fire response; the County and fifteen town/cities have not been proactive in challenging fire departments to adopt changes that are most cost effective and that better serve their communities. Further, unions are more interested in job preservation than in providing the right mix of capabilities at a reasonable cost, using scare tactics to influence the public and fostering firefighter unwillingness to collaborate with EMS.

**The City of Monte Sereno partially disagrees with the finding.**

The City actively participates in discussions with Santa Clara County fire to identify and implement changes that provide cost efficiencies and better serve the community. Over the past several years the City has include periodic reports from Santa Clara County Fire to the City Council. The purpose of the reporting is to allow the City Council and the members of the public to fully understand the services that are being provided and at what level they being are provided. In addition, City staff meets on a regular basis with the appropriate personnel at Santa Clara County Fire to discuss levels of service issues that may arise and to find efficiencies in the services the City and Santa Clara County Fire are providing.

**Recommendation 1B**

All fifteen towns/cities – Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Morgan Hill, Milpitas, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga, Sunnyvale – and the County (for CCFD and SCFD) should determine the emergency response service they want to achieve, particularly as to the result, then determine how best to achieve that.

**The City of Monte Sereno has implemented the recommendation.**

The Public Services and Facilities Element of the General Plan sets forth the standards for emergency response. The policies contained within General Plan also state that the City shall provide these services in a cost effective manner by periodically reviewing the provision of services. The City continues to work with Santa Clara County Fire to provide an adequate level of service in a cost effective manner. The periodic reporting by Santa Clara County Fire to the City Council details the calls for service and the response time.

The City of Monte Sereno also has an adopted Emergency Operation Plan. This plan details the expectation for services from Santa Clara County Fire when responding to a disaster or other local emergencies.

**Finding 3**

Whether the emergency responder is a firefighter-paramedic or an EMS paramedic matters little to the person with the medical emergency; using firefighter-paramedics in firefighting equipment as first responders to all non-police emergencies is unnecessarily costly when less expensive paramedics on ambulances possess the skills needed to address the 96% of calls that are not fire related.

**The City of Monte Sereno agrees with the finding.**

**Recommendation 3A**

The fifteen towns/cities – Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Morgan Hill, Milpitas, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga, Sunnyvale – and the County (for CCFD and SCFD) should adopt an emergency services department mentality and staff or contract accordingly to meet demand.

**The City of Monte Sereno has implemented the recommendation.**

The Public Services and Facilities Element of the General Plan sets forth the standards for emergency services. Specifically, the City's policies strive to provide adequate services in a cost effective manner. The City, as part of the Santa Clara County Fire District, depends upon Santa Clara County Fire to provide a wide range of services including fire suppression, rescue, advance life support first response medical services, hazardous material services, fire inspection, fire investigation disaster preparedness and response and public education. The City continues to work with Santa Clara County Fire to ensure that these services are provided in a cost effective manner.