



CITY OF MOUNTAIN VIEW

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September 14, 2011

Ms. Helene Popenhager, Foreperson
Santa Clara County Civil Grand Jury
Superior Court Building
191 North First Street
San Jose, CA 95113

FILED

SEP 19 2011

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

RE: City of Mountain View Response to “Can You Hear Me Now?” Emergency Dispatch in Santa Clara County

Dear Ms. Popenhager:

Thank you for the opportunity to respond to the Grand Jury’s report on emergency dispatch, and resulting recommendations and findings.

Finding 1

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

The City agrees with this finding. The City of Mountain View agrees that the dispatch consolidation could provide a more cost-effective emergency response in Santa Clara County. The City further believes that there are many ways in which greater consolidation or regionalization could occur. In addition to the City's current efforts to establish/provide joint dispatching with the Cities of Palo Alto and Los Altos (described further below), the City's Police Chief is an active participant in the County Police Chiefs' analysis of regional dispatch.

Recommendation 1

Jurisdictions which maintain their own dispatching center—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.

This recommendation is being implemented. The City of Mountain View recognizes challenges of a regionalized and consolidated emergency dispatch system. We are in the process of a "virtual consolidation" with the Cities of Palo Alto and Los Altos which will provide many of the benefits of a consolidated dispatch center without many of the financial and logistical challenges of a "brick-and-mortar" consolidation. The three cities anticipate completing our virtual consolidation in approximately one year. The City is also involved in the larger discussions of the County Police Chiefs who have met on the topic numerous times over the past 12 months. The complete study and analysis of regional dispatch is a high priority for the County Police Chiefs.

Finding 2

Radio equipment has not been standardized and impedes effective County-wide communication and emergency dispatch.

The City agrees with this finding. A County-wide and interoperable radio system is in the planning stages and SVRIA is preparing an RFP for release in late 2011. A project of this magnitude requires significant infrastructure investments funded through sources not yet identified. Until a project-funding stream is identified, this project will receive priority funding from homeland security grants.

Recommendation 2

Jurisdictions which maintain their own dispatching center—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; the Santa Clara County Sheriff's Office; and Santa Clara County, should continue to work with the Silicon Valley Regional Interoperability Association to achieve County-wide standardization of radio technology.

The City has implemented this recommendation and is working closely with SVRIA.

Thank you for your consideration of this response.

Sincerely,


Jac Siegel
Mayor, City of Mountain View

cc: City Manager
City Attorney
City Clerk