



TUOLUMNE COUNTY SHERIFF'S OFFICE

"Serving with Professionalism and Pride"

James W. Mele
Sheriff-Coroner

FILED

AUG 04 2017

Superior Court of California
County of Tuolumne

By: [Signature] Clerk

The Honorable Kate Powell Segerstrom
Tuolumne County Superior Court
60 North Washington Street
Sonora CA 95370

Re: Response to the 2016-2017 Grand Jury Report – Dispatch

The following is offered in response to the 2016-2017 Grand Jury Report as it relates to the Tuolumne County Sheriff's Office Dispatch Center.

Grand Jury Recommendations

R2: Continue implementing and developing RED Project to route GPS Data to the appropriate dispatch center.

Response: RED Project was the initial statewide project that allowed CHP and local PSAP's throughout the state to decide which PSAP to route calls to based on the callers geographical location. The RED Project concluded in 2011. Since that time wireless carriers, CHP, and local PSAP's have continued to monitor and make changes to call routing based on call transfer rate reports. This practice is also now mandated under AB1564, the Wireless Technical Routing Analysis Project (WTRAP), which was passed by legislators in 2016. WTRAP requires the Cal OES 911 Branch to establish regulations to ensure that calls are routed appropriately. Under this new legislation, all agencies that receive wireless 911 calls must now conduct an annual review of cell sectors within their jurisdiction to ensure that wireless calls are routed to the correct PSAP.

R3: Support and lobby for a way to capture a percentage of fees from cellular phone provides for the Tuolumne County cellular device 911 calls or text routed to Tuolumne County:

Response: Agree

The funding for all 911 systems throughout the State is provided by the CAL OES 911 Branch. They receive their revenue from the SETNA funds as indicated in the Grand Jury Report. They continue to look for ways to change how electronic communications are tax as the SETNA funds are in fact decreasing. By fiscal year 2018-2019, it is projected there will be a deficit in the

SETNA funds. The Tuolumne County Sheriff's Office should support the CAL OES 911 Branch in their efforts to find additional funding source.

R5: Develop a consistent protocol and universal language to be used by all dispatchers.

Response: Agreed

The Tuolumne County Sheriff's Office already has protocols in place that dictate what information is provided to the deputies and in what order. The Tuolumne County Sheriff's Office Dispatchers already provide information to deputies in specific order using a universal language. I cannot speak to Cal Fires Dispatch center and protocols.

R6: Establish an Emergency Medical Dispatch and train PSAP call takers to become EMD Dispatchers

Response: Agreed

The Tuolumne County Sheriff's Office has researched EMD and has made request in previous years budgets for the funding. However, to date, we have been unable to secure the funding for this project. EMD can be extremely beneficial to the safety of the public and even more importantly can save lives. The Tuolumne County Sheriff's Office should in fact establish EMD as part of our normal operating procedures and we will continue to look for funding to make this happen.

R9: Relocate the existing independent dispatch centers to a multi-agency dispatch center in the County. Having a multi-agency dispatch center would prevent response delay and loss of information. In addition, there would be cost benefits for facilities and utilities by combining these agencies.

A consolidated dispatch center can have many benefits, most importantly being interoperability and increased communication during a major incident. However, prior to making a decision on whether or not to create a joint communication center, additional research should be conducted. There are many different types of models for consolidated PSAP's throughout the State and County. This study should be a joint effort involving all primary stakeholders.