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August 28, 2008

FILED

SEP - 3 2008

The Honorable Francisca Tisher
The Honorable Raymond A. Guadagni
Presiding Judges 2007/2008
Superior Court of the State of California
825 Brown Street
Napa, CA 94559

Clerk of the Napa Superior Court
By: C. B.
Deputy

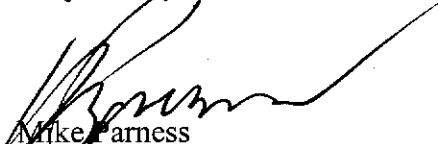
Dear Judges Tisher and Guadagni:

We received your letter dated August 25, 2008 advising us that you had not received our response to the Grand Jury Final Report entitled "Napa County Office of Emergency Communications". I want to extend our apologies for the oversight of not forwarding our response prior.

The City of Napa received and has reviewed the Findings and Recommendations of the 2007-2008 Grand Jury Final Report on Napa County Office of Emergency Communications. This correspondence represents the collective response from the required respondents as called out in the Grand Jury Report. The City Council unanimously approved the responses, as included herein, in open public session on July 15, 2008.

The City's staff and Council wish to recognize the effort put into the report by the Grand Jury members. We took the Grand Jury's recommendations seriously and dedicated many staff hours in order to formulate responses. We hope that the Grand Jury will find this information helpful and that they will consider contacting us if they need clarifications regarding the attached response.

Respectfully submitted:


Mike Farness
City Manager

Received
Napa Superior Court

SEP - 2 2008

Court Executive Office

cc: Police Chief Richard Melton

enclosure

Received

SEP - 2 2008

Napa Superior Court

**CITY OF NAPA CITY COUNCIL
AGENDA REPORT**

ADMIN 1 Calendar
Agenda Item No. 5A
Date: July 15, 2008

To: Honorable Mayor and Members of City Council

From: Richard Melton, Chief of Police *RM*

Prepared by: Steve Potter, Commander, 258-7882

Subject: Response to 2007-2008 Grand Jury Report – Napa County
Emergency Communications

ISSUE STATEMENT:

Approve the City response to the 2007-2008 Napa Grand Jury Report.

DISCUSSION:

The following are the Grand Jury findings and recommendations along with proposed City responses. The responses contained in this report are provided as required and in accordance with section 933c of the California Penal Code. A copy of the Grand Jury Report is available at the City Clerks office for public review.

Finding 4: The only Napa County PSAP with Emergency Medical Dispatch qualified personnel is the Napa Central Dispatch PSAP.

City Response to Finding 4: The City agrees with this finding.

Finding 5: Napa County PSAPs have elected not to receive wireless 911 calls directly from the caller.

City Response to Finding 5: The City disagrees partially with the finding. This Finding states that Napa County PSAPs have elected not to receive wireless 911 calls directly. However, in December 2006 Chief Richard Melton advised the California State Department of General Services (DGS) that the Napa Central PSAP was interested in taking wireless 911 calls directly into the PSAP. Napa Central has been working on upgrading the current telephone system as part of taking wireless 911 calls. In April 2008, in a continuation of implementing the receipt of wireless 911 calls directly, Napa Central Dispatch began working with wireless providers. Most recently the City has authorized two additional Public Safety Dispatcher positions to address the anticipated increase in call volume anticipated when wireless 911 calls are received.

Finding 6: Napa Central Dispatch places a separate landline call to CAL FIRE ECC rather than conferencing the call with 911 callers. This action precludes the ECC from receiving E-911 Called (Caller) ID information without resorting to additional hardware or software modifications..

City Response to Finding 6: The City disagrees partially with the finding. Whereas call conferencing is one alternative to attempt to receive caller locations it is not the only alternative available. Other alternatives include; a regional communications center, separate PSAPs for fire and law enforcement, "rip and run", paging solutions (pre-alerts), and inter-CAD connections are all other alternatives. Additionally, call conferencing brings on other issues such as: delaying Emergency Medical Dispatch (EMD) instructions while ECC is being brought into the call, and "dead time" during the telephone connecting process; adding potential for caller confusion. Although receiving wireless 911 calls directly into the Napa Central Dispatch PSAP will greatly reduce potential for errors, further analysis needs to be completed to identify a solution to the issue.

Finding 8: The American Canyon Fire Department has "Rip and Run" communications equipment to receive E-911 Caller ID information from Napa Central Dispatch.

City Response to Finding 8: The City disagrees with this finding. The American Canyon Fire Department receives "pre-alert" incident notification via pager. This information includes, in part, the location and nature of the incident. Additionally, this pre-alert paging notification has been expanded to include St. Helena Fire Department, Gordon Valley Volunteer Fire Department, Angwin Community Ambulance and Piner's Ambulance (for county medical calls).

Finding 9: The Napa Central Dispatch policies and procedures appear to be out of date and generally in a state of neglect.

City Response to Finding 9: The City disagrees partially with this finding. At the time interviews were conducted the policies had not been updated. In mid-May 2008 the policies had been updated and rewritten. The revised and new policies became effective June 1, 2008. Additionally, a protocol addressing law enforcement radio issues was established and became effective July 1, 2008.

Finding 10: The Napa Central Dispatch training materials appear to be inadequate and seem to consist, in large part, of vendor manuals.

City Response to Finding 10: The City disagrees partially with this finding. At the time interviews were conducted the training manual was being revised. Currently, the reference material for the training program is organized and available for Public Safety Dispatchers use. Additionally, the evaluation form and evaluation criteria have been updated, the training task sheets for telephone answering and fire dispatching have been completed, and the task sheets for law enforcement radio dispatching are nearing completion. Training of the Dispatch Training Officers and completion of the law enforcement radio tasks sheets remain to be completed. Completion of all remaining components is expected within the next 3 (three) months.

Finding 13: None of the PSAP organizations investigated by the Grand Jury have quality assurance programs, or even the basic elements of such a program, in place.

City Response to Finding 13: The City disagrees partially with this finding. The on-going Emergency Medical Dispatch training has a quality assurance component built into the program. This quality assurance component includes a review of EMD incidents. Additionally, during monthly EMD training several medical calls are reviewed for quality assurance and training purposes.

Finding 14: Combining existing primary PSAP functions into a single consolidated PSAP would appear to better serve the citizens of Napa County than the current system.

City Response to Finding 14: The City agrees with this finding.

Recommendation 2: County PSAP organizations initiate action to receive wireless 911 calls directly.

City Response to Recommendation 2: The Napa Central Dispatch PSAP has already begun the process to accept wireless 911 calls directly to the PSAP. These steps include: the December 2006 letter to the California State Department of General Services notifying them of our intent to accept wireless 911 calls directly; upgrading the current telephone system to be compatible with wireless 911 information received; working with wireless 911 providers to facilitate the acceptance of 911 calls to the Center; and adding two Public Safety Dispatcher positions to address the increased call volume created by the acceptance of wireless 911 calls.

Recommendation 3: As an interim policy, the Napa Central Dispatch PSAP immediately begin to "conference" the CAL FIRE ECC on fire dispatch or medical/fire dispatch calls.

City Response to Recommendation 3: The Napa Central Dispatch PSAP believes this recommendation requires further analysis. The Center has been working with CAL FIRE to pride the ECC with "rip and run", pre-alert via paging, and a connection to the NetViewer dispatch system. Future steps include establishing an inter-CAD connection so that all pertinent incident information is shared between operating systems, while continuing to explore call conferencing. Call conferencing does not address the shortcomings of wireless 911 calls being transferred on the seven digit number or incomplete telephone company records/information. Additionally, it creates a separate set of issues including: delaying Emergency Medical Dispatch instructions while ECC is being brought into the call, "dead time" during the telephone connecting process; and potential for caller confusion. Lastly, it is anticipated that receiving wireless 911 calls directly to Napa Central Dispatch PSAP and a quality assurance program will greatly reduce the number of addressing issues experienced in the past.

Recommendation 5: On an urgent basis the Napa County PSAPs institute formal quality assurance programs, preferably audited by outside third party organizations qualified in the area of emergency communications.

City Response to Recommendation 5: In addition to the current quality assurance process relating to medical dispatching (Unusual Incident Review) conducted by the Napa County Emergency Medical Services Coordinating Manager the Center will initiate a Quality Assurance Program within the next six months.

Recommendation 6: The Master Plan be modified to include consolidated Napa County PSAP and planning be initiated to establish the facility. This initial conversation will take place within the next six-months.

City response to Recommendation 6: City staff will communicate with County staff on this recommendation.

FINANCIAL IMPACTS:

None.

CEQA:

The City Manager has determined that the recommended actions described in this report are not subject to CEQA, pursuant to CEQA guidelines.

DOCUMENTS ATTACHED:

- 1 Attachment 1: Copy of the December 12, 2006 Agenda Summary Report, Subject: Wireless 911
2. Attachment 2: Copy of the December 12, 2006 letter to DGS regarding intent to accept wireless 911 calls.

NOTIFICATION:

RECOMMENDED ACTION:

City staff recommends that the City Council move, second and approve each of the actions set forth below, in the form of the following motion stated as:

Move to:

Move to approve the City's response to the 2007-2008 Grand Jury Report findings and recommendations (as outlined above, and incorporating any changes made to the response by the City Council during the meeting), and direct the City Manager to submit the response on behalf of the City Council, the City Manager and other City officials as required, to the presiding judge of the Superior Court.

CITY MANAGER 

ATTACHMENT 1

AGENDA ITEM NO. 5B

Records File #: 0301

Retention: P

(City Clerk's Use Only)

AGENDA SUMMARY REPORT December 12, 2006

SUBJECT: Wireless 911

ORIGINATED BY: Chief Melton and Chief Borman

REPORT IN BRIEF: The City of Napa's public safety departments would like to explore accepting the local 911 wireless phone calls currently routed through California Highway Patrol.

DISCUSSION:

The City of Napa's public safety agencies (Police and Fire Departments) strive to provide the highest level of emergency service to our citizens and visitors. Public safety 'responses' are generated by one of two means. The first being an on-view or first hand observation made by a public safety employee. The second, and more common, means is when a citizen reports an incident to a Public Safety Answering Point (PSAP) via telephone.

The City of Napa manages the local PSAP, as a joint communication center for the Napa Sheriff's Department, Napa Police Department and the Napa Fire Department. One of the functions of the local PSAP is to answer emergency calls for assistance from the citizens of the City and County of Napa. Currently the only 9-1-1 calls directly received by the local PSAP are those made on hard wire phones. All local cellular 9-1-1 calls are directed to the California Highway Patrol Golden Gate Division PSAP. *(This process was set up when public safety officials across the nation recognized the need for cellular 9-1-1 access to emergency services. Officials within the state of California decided this service would fall to the CHP until it could be turned over to local PSAPs. Eventually all PSAPs will be required to take the wireless 9-1-1 calls in their areas)* The CHP PSAP then screens the calls and, when the incident deals with a local issue, they determine how many of the calls will be forwarded on to the local PSAP.

The significant increase in cellular phone ownership has caused a drastic reduction in the availability of coin operated pay phones and has made the cellular phone the only telephone connection in many households. Additionally, the immediate possession of a cellular phone to local residents and to visitors has become commonplace. The reductions in number of hard wire phones coupled with the availability and access to cellular phones has caused a shift in how people access emergency services. People facing a crisis or in need of emergency assistance are well educated in the use of the 9-1-1 number and frequently turn to their cellular telephone to place 9-1-1 calls.

Largely because of the wireless 9-1-1 system in place, the City of Napa has experienced difficulty providing adequate service to individuals in need of immediate public safety assistance. Citizen's dissatisfaction with the current wireless 9-1-1 system is frequently voiced directly to the Police Department or in the Letters to the Editor section of the local newspaper. The dissatisfaction is voiced as it taking too long to have the PSAP answer the call and the overall response time for emergency services to arrive on scene.

The employees of the Napa Police Department and Napa Fire Department make every effort to provide the highest level of service to the citizens and visitors of Napa. The current wireless 9-1-1 system does not provide the most time efficient means of providing emergency services to people in need. In fact it creates delays by requiring one PSAP (CHP) to answer the call, just too then transfer it to our local PSAP. This transfer time results in extended emergency response times. Fortunately existing technology allows for wireless 9-1-1 calls within the cellular sectors of Napa to be delivered directly to our local

PSAP. Additionally technology has progressed to the point where reported latitude and longitude and a call back number are automatically provided to the PSAP when a call is made. The ability to locate the caller through reported longitude and latitude is known as "enhanced wireless". The ability to locate the caller will eliminate the misdirecting of services to callers who are confused or unaware of their location.

Two local incidents jump to mind regarding concerns with the current wireless system. One incident that remains fresh in our minds is the murder of two young females in south west Napa. A surviving roommate called for help using a cellular phone. Because she called from a cellular phone the calls were directed to the CHP PSAP. The calls then had to be transferred to the Napa Communications Center for handling. Another incident showing the need for Enhanced Wireless 9-1-1 service was a when a firefighter's son called him to find out why the Fire Department was not responding to a structure fire in Napa. It turns out that the homeowner's cellular 9-1-1 call was answered at the CHP PSAP. Due to street name confusion the call was transferred to the City of Santa Rosa PSAP. Santa Rosa sent their Fire Department not knowing the call had been misdirected. These calls are just two examples of extended emergency response times created by the current system. Many other examples of delayed response due to the current process exist.

Accepting wireless calls to our PSAP will present challenges. Experts estimate the increase in call volume to a local PSAP accepting enhanced wireless 9-1-1 calls to be approximately 30%. PSAPs currently accepting wireless 9-1-1 calls also experience an increase in "spikes" (brief periods when several calls are received) when a greater number of people report the same incident. The increased call volume and spiking will impact our ability to provide the highest level of service to our citizens and visitors. However, in order to answer the wireless 9-1-1 calls in a more time efficient manner and to maintain an overall acceptable or an improved response time, wireless 9-1-1 calls should be delivered directly to our local PSAP. The process to take over wireless 9-1-1 calls requires the local PSAP to deliver a nonbinding letter of intent to the State of California, Department of General Services. After six months, from the date that the State of California DGS receives the letter of intent, a local PSAP may take over some or all of the wireless 9-1-1 calls.

The Napa Police Department and Napa Fire Department seek Council direction on two points.

1) Notifying the State of California DGS of our desire to take over local wireless 9-1-1 calls. Notification to the State of California DGS will not place the City of Napa under any obligation to begin taking wireless 9-1-1 calls. This notification will allow the State of California DGS to release funds in the amount of \$75,000 to purchase GIS mapping equipment/software for future wireless 9-1-1 caller locating. The release of these funds will coincide with the replacement of the Communications Center's emergency phone system which is currently in process.

2) Explore revenue sources. Although the City of Napa would be under no obligation to begin taking the wireless 9-1-1 calls immediately, the financial aspects of implementing and sustaining wireless 9-1-1 in our PSAP need to be explored in detail. Since all other costs associated with accepting wireless 9-1-1 are covered by the State of California DGS, the City of Napa would need to assess potential staffing increases and funding for such.

DOCUMENTS ATTACHED: None

COUNCIL ACTION REQUESTED: (1) Authority for the Police and Fire Chiefs to notify the State of California Department of General Services of our intent to eventually accept the local 911 wireless calls to our Public Safety Answering Point. (2) Explore potential funding sources prior to full implementation.

ClerkRef: (staffinitial&lastname)

ATTACHMENT 2


CITY of NAPA
www.cityofnapa.org

POLICE DEPARTMENT
1539 First Street
Napa, California 94559
(707) 257-9550
TTY (707) 253-4344

December 12, 2006

Daphne Rhoe, Chief
California 9-1-1 Emergency Communications Office
Department of General Services, Telecommunications Division
601 Sequoia Pacific Boulevard
Sacramento, CA 95814


Dear Ms. Rhoe:

The City of Napa grants to the State of California, Department of General Services, Telecommunications Division, California 9-1-1 Emergency Communications Office, otherwise known as the California 9-1-1 Emergency Communications Office (9-1-1 Office), this letter of agency to represent the City of Napa on all matters pertaining to the planning, procurement, and implementation of Enhanced Wireless 9-1-1 ("Wireless E9-1-1") service in the City of Napa, as defined by the Federal Communications Commission Docket (FCC) 94-102. This letter of agency will remain in place until such time as rescinded by written notice from an authorized representative from the City of Napa.

The City of Napa point(s) of contact for this project is Sherri Furniss, Communications Manager at the Napa Police Department, 1539 1st Street, Napa, CA 94559, phone number of (707) 257-9533. We understand the primary point of contact for the Wireless E9-1-1 project is Donna Pena who can be reached by phone at (916) 657-6116 or email at donna.pena@dgs.ca.gov.

By signing this letter, I submit that I am an employee of the City of Napa Police Department with signature authority on all matters pertaining to Wireless E9-1-1 within the City of Napa Police Department jurisdictional boundaries.

Sincerely,


Richard Melton
Chief of Police

cc: Julie Arita, Request for Service Coordinator
9-1-1 Office Consultant