



CITY of NAPA

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July 12, 2012

FILED

AUG 22 2012

Received

JUL 13 2012
Napa Superior Court

Clerk of the Napa Superior Court
By: *C. [Signature]*
Deputy

The Honorable Mark S. Boessenecker
Presiding Judge
Superior Court of the State of California
County of Napa
825 Brown Street
Napa, CA 94559

David B. Gilbreth, Foreman
2011-2012 Napa County Grand Jury
P.O. Box 5397
Napa, CA 94581-0397

Dear Judge Boessenecker and Foreman Gilbreth:

The City of Napa has received and reviewed the subject 2011-2012 Napa County Grand Jury Final Report on the Napa County Fire Department. Pursuant to California Penal Code Section 933(a), this letter serves as the City's response to the findings and recommendations. Attached for your information, is the staff report to City Council on this matter which was approved on July 10, 2012.

One finding (Finding F8) and one recommendation (Recommendation R5) pertain to matters that are under the management of the City of Napa.

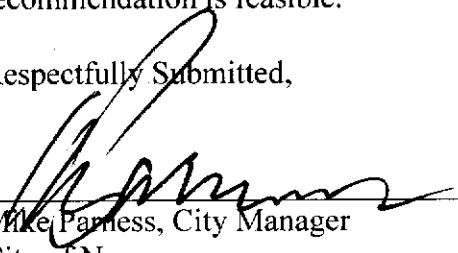
Finding F8: "Currently dispatch of Fire/EMS is provided by CAL FIRE at \$230,000 annually. The existing Napa Central Dispatch could provide these fire dispatch services at a savings to the County."

City Response to Finding F8: The City disagrees with this finding. The City does not have direct information regarding the current dispatch costs incurred by the County of Napa. The City would not be able to determine whether or not the Napa Central Dispatch system, which is managed by the City, could provide dispatch services to Napa County more cost effectively than CAL FIRE unless there was a thorough study of the entire CAL FIRE and NAPA Central Dispatch operations, in relation to the demands of the Napa County Fire/EMS. For the reasons set forth under the City's response to Recommendation 5, below, the City concludes that it is not reasonable to conduct such a study at this time.

Recommendation R5: "Replace CAL FIRE Dispatch services for Napa County Fire/EMS with the existing Napa Central Dispatch services which will not alter CAL FIRE dispatch of CAL FIRE units."

City Response to Recommendation R5: The recommendation will not be implemented because it is not reasonable to conduct a thorough study of the entire CAL FIRE and NAPA Central Dispatch operations, which would be necessary in order to determine if the recommendation is feasible.

Respectfully Submitted,



Mike Parness, City Manager
City of Napa

Attachment – staff report

Cc: Mayor and Council
Richard Melton, Police Chief
Mike Randolph, Fire Chief
Michael Barrett, City Attorney
Dorothy Roberts, City Clerk

CITY OF NAPA CITY COUNCIL
AGENDA REPORT

CONSENT CALENDAR
AGENDA ITEM 4.C.
Date: July 10, 2012

To: Honorable Mayor and Members of City Council

From: Mike Parness, City Manager

Prepared by: Shirley Perkins, Administrative Services Officer

Subject: Response to Napa County Grand Jury Report on Reorganization of the Napa County Fire Department

ISSUE STATEMENT:

Approve the City response to the 2011-12 Napa Grand Jury Report on Napa Central Dispatch providing dispatch services for Napa County Fire/EMS.

DISCUSSION:

On April 18, 2012, the Napa County Grand Jury issued its 2011-2012 report on the Napa County Fire Department. Although the majority of the Grand Jury's report is focused on findings and recommendations related to the County of Napa, one finding (Finding F8) and one recommendation (Recommendation R5) pertain to matters that are under the management of the City of Napa. Therefore, this report identifies that Grand Jury finding and recommendation, along with proposed City responses. The responses contained in this report are provided as required and in accordance with section 933(c) of the California Penal Code

Finding F8: "Currently dispatch of Fire/EMS is provided by CAL FIRE at \$230,000 annually. The existing Napa Central Dispatch could provide these fire dispatch services at a savings to the County."

City Response to Finding F8: The City disagrees with this finding. The City does not have direct information regarding the current dispatch costs incurred by the County of Napa. The City would not be able to determine whether or not the Napa Central Dispatch system, which is managed by the City, could provide dispatch services to Napa County more cost effectively than CAL FIRE unless there was a thorough study of the entire CAL FIRE and NAPA Central Dispatch operations, in relation to the demands of the Napa County Fire/EMS. For the reasons set forth under the City's response to Recommendation 5, below, the City concludes that it is not reasonable to conduct such a study at this time.

Recommendation R5: "Replace CAL FIRE Dispatch services for Napa County Fire/EMS with the existing Napa Central Dispatch services which will not alter CAL FIRE dispatch of CAL FIRE units."

City Response to Recommendation R5: The recommendation will not be implemented because it is not reasonable to conduct a thorough study of the entire CAL FIRE and NAPA Central Dispatch operations, which would be necessary in order to determine if the recommendation is feasible.

Background Information:

The study would need to include:

The initial start-up costs (development of response plans, identification of emergency service zones (ESZ's), radio infrastructure (including ongoing costs), radio frequency considerations and coordination with ECC, facility needs and staffing needs (including technical and radio support)

Napa Central Dispatch facility: As was identified in the Grand Jury report, space limitations currently exist in the center. The space limitations extend to the entire Police Department and the City's existing Police and Fire Administration Building. The City is currently evaluating the concept of a new Public Safety building to address the space issues in the future.

Dispatch Workload/Staffing Impacts: Since 2011 the Dispatch Center has started dispatching for American Canyon Fire, animal services and American Medical Response (AMR). These changes have increased the call volume and call processing time. Previously the Call Takers would transfer American Canyon fire calls to CAL FIRE and call Piner's Ambulance with the incident information. The Dispatcher must now dispatch, track, (re-post ambulances), and monitor these calls/units. Staffing was increased by three positions to address the impacts of the AMR dispatching services. Once the current vacancies are able to be filled, we will be able to identify if any additional positions will be necessary to effectively run the dispatch center. There is an immediate need to add an Administrative Dispatch Supervisor position when funding is available. In addition there is a need to provide more IT support to address Public Safety needs particularly the Intergraph CAD and Records Management System. This need has been identified in 2004 but because of budget constraints been unable to be addressed with additional staffing.

An additional consideration on workload to be considered is that the Napa County Fire Volunteer engines are not equipped with Mobile Data Computers (MDC's). MDC's reduces the impact on the dispatchers and radio traffic because statuses such as enroute, on scene and available are performed on the MDC versus a manual entry by the Dispatcher.

Dispatch Center Cost Allocation study: Currently NBS Consulting is performing a cost allocation study which will define the total cost of applicable 911 Dispatch Center costs. This cost allocation study will allocate, fairly and equitably, all reasonably identifiable 911 call center costs to receivers of its services. The study is underway and is anticipated to be completed by the end of July/August 2012. This study would be

necessary to identify the costs for Napa Central Dispatch to dispatch Napa County Fire calls to determine if there would be a savings to the County.

Technology (software implementations) Timelines: Currently there are many software applications and upgrades scheduled for the next two years. This information is provided to identify the current projects in place which have significant impacts on Dispatch as well as on the IT support. A plan for Napa Central Dispatch to dispatch Napa County Fire would have to be considered with the following projects:

- Deccan LiveMUM Software – This software will provide advanced “Move Up” support for the Dispatchers and offer recommendations for reallocation of ambulance units. (Anticipated implementation: July, 2012)
- Inter-CAD Software (Napa Central Dispatch and CAL FIRE) – this software will automate sending and receiving incident information between these two systems. This software interface will allow for CAL FIRE’s immediate notification of an incident entered into Napa Central Dispatch. Once this is implemented there will not be any delay in notification to CAL FIRE (they will receive the information at the same time the Napa Central Dispatcher receives the call information. (Anticipated implementation: July, 2012)

*Special Note: Once Inter-CAD is implemented, response times for Napa County Fire Resources (including Napa County Fire volunteers) will be reduced as the information will be received simultaneously by CAL FIRE ECC and Napa Central Dispatcher.

- Medical Priority Dispatching System (MPDS) – This software implementation is a requirement by Napa County Emergency Medical Services. MPDS is an approved, unified system used to dispatch appropriate aid to medical emergencies including systematized caller interrogation and pre-arrival instructions. This implementation will include changes to deployment, CAD system, and Dispatcher Training. The anticipated implementation is January, 2013

- The IT staff which supports Dispatch will be impacted with the Police Records Management System upgrade scheduled to be completed by December, 2012.

- Computer Aided Dispatch System (CAD) Upgrade – The CAD upgrade is tentatively scheduled to start in June, 2014. This upgrade will have significant impacts on IT support staff and potentially Dispatchers if training is necessary.

In addition to the above, the current Dispatch budget does not include funding for such a study.

FINANCIAL IMPACTS:

None.

CEQA:

The City Manager has determined that the recommended action described in this report is not subject to CEQA, pursuant to CEQA Guidelines Section 15060(c).

DOCUMENTS ATTACHED:

None – A copy of the Grand Jury Report is available at the City Clerk's office or at the Napa County Superior Court website at www.napa.courts.ca.gov. Click the "General Info" tab which links to the Grand Jury webpage.

NOTIFICATION:

None.

RECOMMENDED ACTION:

Staff recommends that the City Council move, second and approve each of the actions set forth below, in the form of the following motion. Move to:

Approve the City's response to the 2011-12 Grand Jury Report "Reorganization of the Napa County Fire Department" finding and recommendation, 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.