



CITY OF PACIFIC GROVE
300 Forest Avenue, Pacific Grove, California 93950

AGENDA REPORT

TO: Honorable Mayor and Members of City Council
FROM: Thomas Frutchey, City Manager
MEETING DATE: April 1, 2015
SUBJECT: Update on 9-1-1 services
CEQA: Does not Constitute a “Project” per California Environmental Quality Act (CEQA) Guidelines

RECOMMENDATION

Receive report and provide any desired direction.

BACKGROUND¹

9-1-1 services include receiving all emergency calls and dispatching the appropriate emergency response resources. A 9-1-1 system must provide rapid, error-free services to protect the life and property of residents, and to provide the appropriate support to our police and other emergency response personnel, to ensure their safety. A well-functioning 9-1-1 system relies on expertly trained personnel and sophisticated decision-making, communication, and mapping systems.

The City is a member of the Monterey County 9-1-1 system, along with all other cities in the County (besides Carmel), several fire protection districts, and the County itself. Services are provided from a single facility in Salinas. The County owns and operates the system, apportioning costs among the member and contracting agencies, based on a complex formula.

For over 20 years, there has been a series of governance, operational, and technical support issues with the current system. Responses to these issues have not been successful. As a result, the City Managers throughout the County initiated a multi-agency task force to examine alternative governance structures, upgrades in support systems, as well as evaluation of other options. Of the options being considered, four are most prominent:

- ❖ Dramatically altering the governance structure for a one-year pilot period, to see if concerted progress can be achieved in addressing performance issues.
- ❖ Creating a joint powers authority, with all members sharing governance responsibilities and allowing the members to elicit competitive proposals for support services, rather than having to rely on only County personnel.
- ❖ Contracting with the Santa Cruz County JPA to provide services.
- ❖ Creating a new 9-1-1 services center, owned and operated by the City of Salinas.

¹ Note: this section was extracted from the agenda report on March 18, with only minor changes. The reader may skip to the **DISCUSSION** section for the latest update.

Most of the member agencies are currently considering these near-and long-term options, some at an intense level. For example, Salinas has contracted with CityGate to analyze the cost-effectiveness of contracting for services with the Santa Cruz 9-1-1 services center, which has adequate space.² Because the analysis works equally well for all cities in the County, all cities are working cooperatively with Salinas on the study.

Under the terms of the current agreement (Attachment 1), any member agency considering withdrawing from the agreement can notify the County by April 1 of a given year, in order to retain the rights of withdrawing effective 27 months later. Creation by Salinas (or anyone else) of a new 9-1-1 services center could not be accomplished by July 1, 2017. However, expansion of an existing center, especially one where the existing space already exists, as is the case in Santa Cruz, certainly is possible in that time frame.

At Council's March 18, 2015 meeting, the City Manager alerted the Council that, in order to retain all of the City's options, he would be notifying the County by April 1, 2015 of the possibility the City might withdraw effective July 1, 2017. (At that time, many of the other cities were considering the same action.) This would not in any way impact the City's participation in the system and the services the City receives from the system. The City will also continue to participate fully in all analyses, discussions, and negotiations during this period. Sending such a letter would acknowledge the importance of 9-1-1 services to the community and our emergency response personnel and preserve the City's options. Retaining all necessary options is important, even if only for contingency purposes, given the critical importance of 9-1-1 services.

DISCUSSION

Much has been accomplished since the March 18 Council meeting. As of the publication of the agenda report, no City or other member had as yet submitted its notice of intent to withdraw. As the April 1, 2015 Council meeting will be on the last day that letters could be submitted, in order to retain all options after July 1, 2017, there is certain to be additional movement after the publication of this agenda report. The City Manager will provide a verbal update to the Council.

OPTIONS

1. Hold a study session on the issue at a future meeting.
2. Provide any desired direction to the City Manager

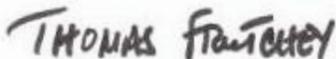
FISCAL IMPACT

None from this action alone.

ATTACHMENTS

1. Agreement for Emergency Communications Dispatch Services, dated July 1, 2001

RESPECTFULLY SUBMITTED,



Thomas Frutchey
City Manager

² There are no legal restrictions to the placement of a 9-1-1 operation. Services could be housed in another county, state, or country. Given the rapid advance in technology, logistical and other traditional constraints are diminishing.