



Santa Cruz County  
Civil Grand Jury

Grand Jury <grandjury@scgrandjury.org>

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## Grand Jury Report and Response Packet

1 message

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**Dennis Kidd** <dennis@scr911.org>  
To: grandjury@scgrandjury.org

Wed, Nov 18, 2020 at 12:48 PM

In July 2020, I sent a copy to Judge Gallagher. Perhaps I forgot to email a copy also. Attached is our response which was approved at our July 16, 2020 Board of Directors meeting.

Dennis Kidd, General Manager


Santa Cruz Regional 9-1-1

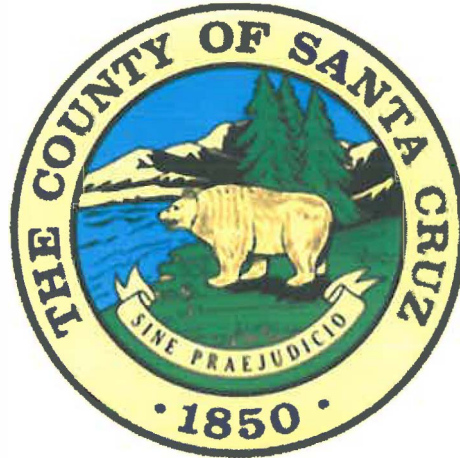
831.471.1033

[www.scr911.org](http://www.scr911.org)



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299K



**The 2019–2020 Santa Cruz County Civil Grand Jury  
Requires that the  
Santa Cruz Regional 911 Board of Directors  
Respond to the Findings and Recommendations  
Specified in the Report Titled  
**Ready? Aim? Fire!**  
Santa Cruz County on the Hot Seat  
by October 1, 2020**

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When the response is complete, please

1. Email the completed Response Packet as a file attachment to [grandjury@scgrandjury.org](mailto:grandjury@scgrandjury.org), and
2. Print and send a hard copy of the completed Response Packet to

The Honorable Judge John Gallagher  
Santa Cruz Courthouse  
701 Ocean St.  
Santa Cruz, CA 95060

## Instructions for Respondents

California law PC §933.05 (included [below](#)) requires the respondent to a Grand Jury report to comment on each finding and recommendation within a report. Explanations for disagreements and timeframes for further implementation or analysis must be provided. Please follow the format below when preparing the responses.

### Response Format

1. For the Findings included in this Response Packet, select one of the following responses and provide the required additional information:
  - a. **AGREE** with the Finding, or
  - b. **PARTIALLY DISAGREE** with the Finding and specify the portion of the Finding that is disputed and include an explanation of the reasons therefor, or
  - c. **DISAGREE** with the Finding and provide an explanation of the reasons therefor.
2. For the Recommendations included in this Response Packet, select one of the following actions and provide the required additional information:
  - a. **HAS BEEN IMPLEMENTED**, with a summary regarding the implemented action, or
  - b. **HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE**, with a timeframe or expected date for implementation, or
  - c. **REQUIRES FURTHER ANALYSIS**, with an explanation and the scope and parameters of an analysis or study, and a timeframe for that analysis or study; this timeframe shall not exceed six months from the date of publication of the grand jury report, or
  - d. **WILL NOT BE IMPLEMENTED** because it is not warranted or is not reasonable, with an explanation therefor.

### Validation

Date of the Board's response approval: 7-16-2020

If you have questions about this response form, please contact the Grand Jury by calling 831-454-2099 or by sending an email to [grandjury@scgrandjury.org](mailto:grandjury@scgrandjury.org).

**Findings**

**F6.** Response time data for fire departments in Santa Cruz County is challenging to obtain. Santa Cruz Regional 9-1-1 previously reported response time data in their annual reports, but did not do so in the 2018 or 2019 annual reports.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation (required for a response other than Agree):**

For a few years we included some data that showed response times for one particular type of fire call: Confirmed Structure Fire. This call type is when the dispatcher has confirmed that there is, in fact, a structure actively on fire. These types of calls are a small portion of all calls for service that fire agencies respond to. The data shown was used to indicate what portion of the total response time (from the time the 9-1-1 call is answered until the time the first unit arrives on scene) was attributed to the actions of Santa Cruz Regional 9-1-1 (SCR9-1-1) dispatchers. Recently we decided to remove this chart as our Annual Report is a reflection of the work SCR9-1-1 dispatchers do and not necessarily a report to provide data on responding agencies. We believe each fire agency should be responsible for deciding if they wish to publish their response data.

We do not concur with the statement above “Response time data for fire departments in Santa Cruz County is challenging to obtain” as that data is readily available via our reporting, upon request. To my knowledge, SCR9-1-1 did not receive a request for this data.

**F11.** There are only approximately 17,000 accounts for the Santa Cruz County opt-in CodeRED™ emergency system, which implies that a significant portion of the County may not receive emergency alert messages, which potentially reduces residents' opportunity to take action in a timely, life-saving manner.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

CodeRed is the third “reverse 9-1-1” system that SCR9-1-1 has used in our history dating back to the early 2000’s. Each of the previous systems needed to be replaced due to age and newer technologies available. Each of these proprietary systems will not make their data available to their competitors therefore, each time we upgrade systems, we need to gather subscriber data from scratch. Furthermore, cellular companies will not provide/nor sell their customer’s data, so obtaining cellular data must be by self-registration, as opposed to ATT which sells landline data to us on a quarterly basis.

Your estimate of “17,000 accounts” is inaccurate as that figure is registered cellular accounts only. Total accounts for phone numbers, which include landline, VOIP, and cellular devices is 161,046. Furthermore, CodeRed has an app that can be installed on smart phones and does not require self-registration. This app will work in any jurisdiction in the United States that has CodeRed, therefore, if you are an out of town guest in Santa Cruz County and have CodeRed on your phone, you would get the emergency notification if you were within the geofenced area to be notified. It is unknown how many CodeRed apps are within SC County at any given moment.

Furthermore, SCR9-1-1 has obtained and is licensed by the FCC to issue Wireless Emergency Alerts (WEA). These alerts are regulated by the FCC and can only be used for “Imminent threat to life” situations. There is nothing a citizen needs to do to receive a WEA. This technology is commonly used for AMBER Alert notification, which many people have previously received. SC County has only issued two WEA’s since SCR9-1-1 obtained the capability. That was earlier this year to reinforce the “shelter in place” order. In the event of a wildfire that required immediate evacuations, a WEA would be issued. This alert would be received by nearly 100% of the smart phones in the geographic area.

**Recommendations**

**R12.** The Santa Cruz County Office of Emergency Services should create and publish shelter in place plans, with the cooperation of all county fire protection districts and cities, and should inform citizens of safe building locations, and on what to expect and what to do in case of wildfire, by March 31, 2021. (F14)

- HAS BEEN IMPLEMENTED** – summarize what has been done
- HAS NOT BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE** – summarize what will be done and the timeframe
- REQUIRES FURTHER ANALYSIS** – explain scope and timeframe (not to exceed six months)
- WILL NOT BE IMPLEMENTED** – explain why

**Response explanation, summary, and timeframe:**

As mentioned in the recommendation, this pertains to the County of Emergency Services and not specifically the duties of SCR9-1-1. SCR9-1-1 would gladly participate in assisting the County and implementing the plan, when/if developed.

## **Penal Code §933.05**

1. For Purposes of subdivision (b) of §933, as to each Grand Jury finding, the responding person or entity shall indicate one of the following:
  - a. the respondent agrees with the finding,
  - b. the respondent disagrees wholly or partially with the finding, in which case the response shall specify the portion of the finding that is disputed and shall include an explanation of the reasons therefor.
2. For purpose of subdivision (b) of §933, as to each Grand Jury recommendation, the responding person shall report one of the following actions:
  - a. the recommendation has been implemented, with a summary regarding the implemented action,
  - b. the recommendation has not yet been implemented but will be implemented in the future, with a timeframe for implementation,
  - c. the recommendation requires further analysis, with an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of the publication of the Grand Jury report, or
  - d. the recommendation will not be implemented because it is not warranted or is not reasonable, with an explanation therefor.
3. However, if a finding or recommendation of the Grand Jury addresses budgetary or personnel matters of a County department headed by an elected officer, both the department head and the Board of Supervisors shall respond if requested by the Grand Jury, but the response of the Board of Supervisors shall address only those budgetary or personnel matters over which it has some decision-making authority. The response of the elected department head shall address all aspects of the findings or recommendations affecting his or her department.
4. A Grand Jury may request a subject person or entity to come before the Grand Jury for the purpose of reading and discussing the findings of the Grand Jury report that relates to that person or entity in order to verify the accuracy of the findings prior to their release.
5. During an investigation, the Grand Jury shall meet with the subject of that investigation regarding that investigation unless the court, either on its own determination or upon request of the foreperson of the Grand Jury, determines that such a meeting would be detrimental.
6. A Grand Jury shall provide to the affected agency a copy of the portion of the Grand Jury report relating to that person or entity two working days prior to its public release and after the approval of the presiding judge. **No officer, agency, department, or governing body of a public agency shall disclose any contents of the report prior to the public release of the final report.**