



## Office of the City Clerk

Eliza R. Garza, CMC

425 North El Dorado Street  
Stockton, CA 95202  
(209)937-8458

August 26, 2019

TO: Whom It May Concern

FROM: Eliza R. Garza, CMC  
City Clerk, City of Stockton

**SUBJECT: CIVIL GRAND JURY REPORT REPONSE, CASE NUMBERS 0318 AND 0616**

Approval of the response to the 2018-19 Civil Grand Jury Report related to cold cases, case no. 0318 and 2016-17 Civil Grand Jury Follow Up Report concerning County wide dispatch for fire, case no. 0616 was heard under the New Business Item 14.3 at the Stockton City Council Meeting of August 20, 2019.

The following Minutes Excerpt is a true and exact motion of the Stockton City Council at its regular meeting of August 20, 2019:

**14.3 19-5707 APPROVE RESPONSE TO THE 2018-19 CIVIL GRAND JURY REPORT RELATED TO COLD CASES, CASE NO. 0318, AND APPROVE RESPONSE TO THE 2016-17 CIVIL GRAND JURY FOLLOW UP REPORT CONCERNING COUNTY WIDE DISPATCH FOR FIRE, CASE NO. 0616**

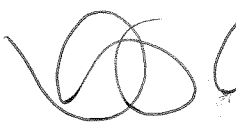
Approve **Motion 2019-08-20-1403** adopting the City's responses to the 2018-2019 Civil Grand Jury Report for Cold Cases in San Joaquin County - "On the Back Burner," Case No. 0318 and a follow up investigation report related to the 2016-2017 Civil Grand Jury Report "County Wide Dispatch for Fire," Case No. 0616, and directing the City Manager to sign the response on behalf of the City Council and to transmit the response to the Presiding Judge of the San Joaquin County Superior Court.

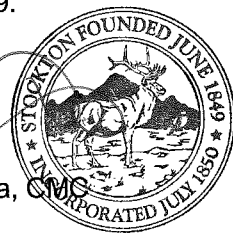
**Moved by:** Paul Canepa, seconded by Daniel Wright.

**Vote:** Motion carried 7-0

**Yes:** Jesus Andrade, Paul Canepa, Christina Fugazi , Sol Jobrack, Susan Lenz, Michael Tubbs, and Daniel Wright.

**IN WITNESS WHEREOF**, I have hereto affixed my hand and the seal of the City of Stockton on August 26, 2019.

  
Eliza R. Garza, CMC  
City Clerk  
City of Stockton





# CITY OF STOCKTON

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## OFFICE OF THE CITY MANAGER

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August 20, 2019

Honorable Linda L. Lofthus, Presiding Judge  
San Joaquin County Superior Court  
180 E. Weber Avenue, Suite 1306J  
Stockton, CA 95202

### **CITY OF STOCKTON RESPONSE TO FOLLOW-UP REPORT FOR CASE NO. 0616 COUNTY WIDE DISPATCH FOR FIRE**

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The City of Stockton received the Grand Jury Follow-Up to the 2016-2017 Report, Case No. 0616 with findings and recommendations related to countywide fire Dispatch services.

The 2016-2017 Grand Jury report focused on emergency dispatch protocol, operations, and infrastructure. The report researched whether a single countywide fire dispatch center in San Joaquin County would improve services and reduce cost. The 2018-19 Grand Jury conducted a review of the original 2016-17 report, the 2017-18 Grand Jury Follow-up report, and evaluated the mandatory response to the recommendations.

Pursuant to California Penal Code Section 933 and 933.05, the following responses have been coordinated with Departmental leadership and Stockton City Council, which serve as a formal update and response to Findings F1, F2, and F3, and Recommendations R1 and R2.

#### **Findings:**

**F1** The City of Stockton did not provide a plan to replace existing core UHF radio technology when requested.

**Response:** *The respondent agrees with this finding. The City had not previously completed the plan in order to share it with the Grand Jury. An update on the City's plan is provided in the response to Recommendation 1.*

**F2** The City of Stockton did not provide documentation of the changed CAD specifications despite several requests.

**Response:** *The respondent agrees with this finding. The City had not previously provided documentation of the changed CAD specifications as they were still being amended. An update on the CAD project, including the requested documentation is provided in the response to Recommendation 2.*

**F3** The City of Stockton has not completed the upgrade of its CAD system that will allow for Automatic Vehicle Locator (AVL) technology.

**Response:** *The respondent agrees with this finding. The CAD system upgrade has not been completed. An update on the CAD project, including the requested documentation is provided in the response to Recommendation 2.*

**Recommendations:**

**R1** The City of Stockton provide a plan to replace the existing core Ultra-High Radio Frequency (UHF) technology by September 31, 2019.

**Response:** *The respondent partially agrees with this recommendation. The City has worked with a consultant to develop a project schedule to replace its outdated core UHF radio technology that supports City public safety agencies. Materials outlining the project scope by phase, project schedule and funding allocated in last Fiscal Year and the Current Fiscal Year are compiled into Exhibit 1 to this letter. The plan takes into consideration regional interoperability and possible redundancy with County technology. However, the radio infrastructure will be separate from San Joaquin County's current core UHF radio technology plan.*

*The City's plan to replace the existing core UHF technology is underway. The City commenced with replacement by initiating a purchase order for the "brain" of the UHF system – an L Core. This component is the critical cornerstone that enables connectivity from dispatch consoles to field radios. The City anticipates the installation of this component as well as previously purchased radio consoles in the first quarter of 2020. Additionally, the City has earmarked over 3 million dollars in the FY 2019-20 budget for radio infrastructure upgrades which will include the replacement/upgrade of several radio channels as well as critical backbone components to increase redundancy of the existing infrastructure.*

**R2** The City of Stockton complete the update of its Computer-Aided Dispatch (CAD) system and have Automatic Vehicle Locator (AVL) deployed at the Stockton Fire Dispatch Center by December 31, 2019.

**Response:** *The Respondent partially agrees with this recommendation. It is a City priority to complete the CAD system upgrade. However, at this time project complications do not allow a specific timeline to be established.*

*The City has been working cooperatively with public and private stakeholders to develop a timeline for the CAD upgrade, and deployable AVL, which requires uninterrupted emergency service coordination with multiple emergency first responder networks. The timeline was delayed beyond the control of the City of Stockton due to ongoing requests from the San Joaquin County Emergency Medical Services Agency (SJ EMSA) to modify the CAD-to-CAD data link, and the SJ EMSA has been unresponsive to requests from the City of Stockton for critical emergency service data that is required to upgrade and test software development. Materials demonstrating the requirement to change CAD specifications and the impacts of those changes are compiled into Exhibit 2 to this letter.*

*City staff have attempted to overcome the technical programming challenges through ongoing dialogues with the SJ EMSA and invested resources into CAD and AVL enhancements to interface city and county systems. The City's contractors have also worked to identify solutions for the new data link requests to no avail. The SJ EMSA, which is a county office has refused to provide system information to the City of Stockton which is required to completely support the most current demands for CAD-to-CAD interface.*

*The SJ EMSA requires the City of Stockton to share 18 data elements, including time of dispatch, call type, unit location, and unit status via a CAD-to-CAD link with Valley Regional Emergency Communications Center (VRECC). Making these enhancements requires the SJ EMSA to approve the VRECC to release the relevant data to carry out various technical changes. The SJ EMSA prohibited the VRECC from providing critical information to the City of Stockton. For a complete CAD and AVL development, external stakeholder data is required to fully interface the systems, such as unit location, number of ambulances, EMS responders in the SJ EMSA system, and responder status for emergency calls. The system information from the SJ EMSA will support seamless two-way communication. The project timeline and go-live is contingent upon the SJ EMSA approving the release of design data to the City of Stockton. To exemplify the City's challenges, on April 25, 2018, Dan Burch released an electronic directive prohibiting the VRECC from providing critical ambulance unit time stamps to SFD dispatch and continued to request additional changes to the City of Stockton's CAD-to-CAD system upgrades.*

*During critical system failures, the City of Stockton provides Emergency Medical Service dispatch support to the SJ EMSA/VRECC. As backup, the City serves as the primary public safety answering point when a member of the public calls 911. As demonstrated during the recent VRECC system failure on May 24<sup>th</sup>, 2019, the majority of the VRECC dispatch system, CAD, radio, and phone system failed. Stockton Fire Department dispatch role was to ensure uninterrupted county-wide emergency fire and medical dispatch services were available. Two-way system data that is requested by the City will support complete programming enhancements to CAD-to-CAD and AVL, which must include unit locations, responding unit status, and available unit details.*

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*The data exchange will close known communication gaps and streamline communication to first responders and emergency services to residents requesting 911 services in San Joaquin County.*

*There is no other data available to the City of Stockton that will support the necessary custom programming. The City of Stockton firmly believes a complete CAD-to-CAD and AVL system upgrade should include SJ EMS/VRECC data to increase communication across multiple agencies. Support from the Grand Jury to facilitate the VRECC data exchange, will help move this project to completion.*



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LAURIE MONTES  
ACTING CITY MANAGER