



Superior Court of California
County of Shasta

DANIEL E. FLYNN
Presiding Judge

MONIQUE D. McKEE
Asst. Presiding Judge

August 22, 2019

Tom Bosenko, Sheriff
County of Shasta
300 Park Marina Circle
Redding, CA 96001

Re: Grand Jury Report re "911: What's your Emergency?"

Dear Sheriff Bosenko:

This is to acknowledge receipt of your response dated August 12, 2019, to the 2018-2019 Grand Jury report regarding "911: What's your Emergency?".

I would like to thank you for your response to the Grand Jury Report. Pursuant to the provisions of Penal Code §933, I shall transmit your response to the Office of the County Clerk to be maintained on file there. An additional copy shall be provided to the Clerk of the Court also to be maintained on file.

Thank you again for your response.

Sincerely,

A handwritten signature in cursive script, appearing to read "Daniel E. Flynn", is written over a faint circular stamp.

Daniel E. Flynn
Presiding Judge

cc: Office of the County Clerk (original response)
Melissa Fowler-Bradley, Clerk of the Court (for Admin file)
Grand Jury



SHASTA COUNTY

Office of the Sheriff



Tom Bosenko
SHERIFF - CORONER

August 12, 2019

The Honorable Gary Gibson
Presiding Judge, Shasta County Superior Court
1500 Court St., Rm. 205
Redding, CA 96001

Dear Judge Gibson:

**Re: Response of Shasta County Sheriff Tom Bosenko to Fiscal Year 2018-2019
Grand Jury Report: 911: What's your Emergency?**

As Sheriff of Shasta County, I appreciate the time and dedication the 2018-2019 Grand Jurors contributed to their charge. While the Grand Jury has requested responses to the Recommendations and Findings of this report from the Sheriff of Shasta County, responding to these items is beyond my purview as Sheriff, and would not be appropriate.

As stated in the Grand Jury report, *the SHASCOM Board is ultimately responsible for how well the Agency functions.* Oversight for SHASCOM is provided by a five-member Board; responses to this report from one board member is not prudent.

FINDINGS

The Grand Jury findings:

F1. *Chronic understaffing necessitates excessive overtime, creating stress and negative morale.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F2. *Public Safety Dispatchers II (PSDII) have a disproportionate overtime burden because they are qualified for all dispatcher functions.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F3. *The amount of overtime required of PSDIIs is a disincentive for Public Safety Dispatchers I (PSDI) to advance.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F4.*Current recruitment efforts are inconsistent and limited, thus contributing to unfilled dispatcher positions and excessive overtime.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F5.*The limit of four training slots restricts the number of vacancies that can be filled in a training cycle.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F6.*Training efforts are not standardized among the trainers resulting in an inconsistent training program.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F7.*The SHASCOM Board has not effectively dealt with the overtime and recruitment issues which have caused chronic staffing problems.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F8.*Overtime and staffing issues limit SHASCOM's ability to timely comply with all Peace Officer Standards and Training (POST) accreditation requirements.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F9.*The Computer-Aided Dispatch (CAD) system does not satisfactorily meet the needs of Redding Fire Department and Emergency Medical Services (ambulances) which causes dispatch and first responder complications.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F10.*SHASCOM has no systematic process for utilizing CAD system's capability for flagging specific information on populations with access and functional needs, leaving this group vulnerable in emergency situations.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F11.*CodeRED is underutilized due, at least in part, to a lack of systematic effort to increase registrations.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F12.*SHASCOM and participating agencies' websites lack adequate information about the function of CodeRED alerts and the registration process, leaving the public with insufficient information as to why or how to register.*

Response: The Shasta County Sheriff's Office has shared, and continues to share, information regarding CodeRED registration via the Sheriff's Office official social media accounts and at various community outreach events. Prior to the release of this Grand Jury report a direct link to CodeRED registration was added to our Sheriff's Office webpage.

F13. *The current CodeRED registration process is not sufficiently effective at enabling or achieving registration of people with access and functional needs. This may leave this population vulnerable to future emergencies for lack of receiving a CodeRED alert.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F14. *There has been no available comprehensive testing or analysis by SHASCOM to determine if CodeRED meets the County's needs for an emergency alert system.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F15. *The Board does not receive standardized system-wide reporting or documentation from the various Operational meetings between participating Agencies and SHASCOM, impacting their ability to make informed decisions.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

F16. *There is not a shared understanding of roles and responsibilities among Board members and the Director, which results in less an effective governance. This lack of consistent and comprehensive oversight of SHASCOM allows chronic issues, as outlined in the report, to persist.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

RECOMMENDATIONS

The Grand Jury recommends:

R1. *By September 30, 2019, the SHASCOM Board will begin the process of hiring a subject matter expert (management consultant) to review and analyze personnel management issues related to overtime, staffing levels, and dispatcher responsibilities and classifications (PSDI and PSDII). Funding could come from current-year budget savings or be allocated to the following year's budget.*

Response: As Sheriff, a response is beyond my purview and inappropriate..

R2. *By October 31, 2019, the SHASCOM Board will instruct the SHASCOM Director to prepare a comprehensive recruitment plan that analyzes appropriate targets and details the timing and methods of recruitment.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R3. *Beginning January 31, 2020, the SHASCOM Board will require the SHASCOM Director to provide quarterly reports on recruitment efforts and outcomes, based on the comprehensive recruitment plan.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R4. *By January 31, 2020, the SHASCOM Board will require the SHASCOM Director to have prepared and initiated the Request for Proposal (RFP) process for hiring the management consultant.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R5. *By November 30, 2019, the SHASCOM Board will require the SHASCOM Director to present a timeline for achieving compliance with accreditation certification of the dispatch center, either through POST or an alternate accreditation organization.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R6. *By November 30, 2019, The SHASCOM Board will require that each employee's annual evaluation include continuing education requirements and provide a reasonable timeframe to complete the training.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R7. *By November 30, 2019, the SHASCOM Board will instruct the SHASCOM Director to conduct an in-house audit on the effectiveness of the training program and report the results to the Board by January 31, 2020.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R8. *Beginning at the September 2019 SHASCOM Board meeting, and at each bi-monthly meeting thereafter, the Board will require written updates on the performance of the CAD until all issues are resolved to the satisfaction of participating Agencies.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R9. *By January 31, 2020, SHASCOM Board will instruct the SHASCOM Director to present a project plan for incorporating information on people with access and functional needs into the CAD database.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R10. *By January 31, 2020, the SHASCOM Board will instruct the SHASCOM Director to plan the implementation of an annual performance test of CodeRED with a subsequent report to the Board on the system's effectiveness within 60 days of the test.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R11. *By January 31, 2020, the SHASCOM Board will instruct the SHASCOM Director to appoint a staff member of SHASCOM to improve the CodeRED registry website and expand public registration, including persons with special access and functional needs.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

R12. *By May 31, 2020, the SHASCOM Board will establish an operational, standing Advisory Board, composed of community volunteers as outlined in this report.*

Response: As Sheriff, a response is beyond my purview and inappropriate.

This concludes the responses of the SHASCOM Board of Directors to the FY 2018-19 Grand Jury Report entitled 911 "What's your Emergency?"

Sincerely,



Tom Bosenko
Sheriff-Coroner
County of Shasta

TMB/ckw