



From the Office of the Mayor

Ed Waage
760 Mattie Road
Pismo Beach, CA 93449
(805) 550-3345

Office of the Mayor

December 15, 2020

Presiding Judge Jacquelyn H. Duffy
Superior Court of California
1035 Palm Street, Suite 355
San Luis Obispo, California 93408

Re: Grand Jury Report entitled "Joint Agency Dispatch: Better Together?"

Dear Judge Duffy:

This letter constitutes the response of the City of Pismo Beach to the San Luis Obispo County Grand Jury report entitled "Joint Agency Dispatch: Better Together?" (hereinafter the "Report"). This response is submitted in compliance with Penal Code Section 933(c). A copy of this response is concurrently being transmitted to the Grand Jury.

The Report sets forth four findings, and four recommendations. The City of Pismo Beach has been required to respond only to Recommendation 1.

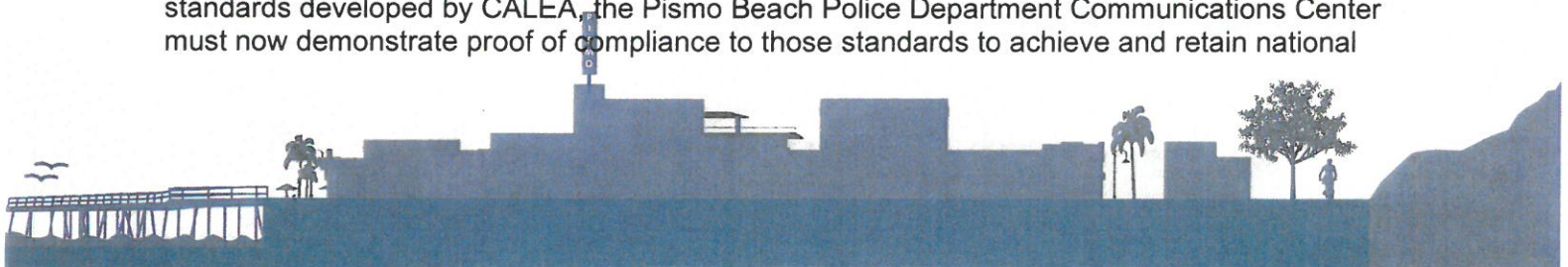
Recommendation 1:

The Cities of Atascadero, Grover Beach, Paso Robles, Pismo Beach and San Luis Obispo, should each request a proposal from the San Luis Obispo County Sheriff and Cal Fire to provide contract dispatch services and present it as an option in future budgets.

Response: The recommendation will not be implemented because it is not warranted.

The City of Pismo Beach disagrees with the recommendation insofar as it implies that the City would be better off contracting dispatch services to the San Luis Obispo Sheriff's Department. If the recommendation is based on cost, the City has not requested a quote for service from the San Luis Obispo County Sheriff, nor have we seen one generated on our behalf and therefore, the City of Pismo Beach has no idea if the cost would be reduced or not. Additionally, the Sheriff has not offered a rate structure or proven to the City that their costs are substantially lower than the City's costs. Of greater importance, cost is but one factor to be considered. Service to the residents is very important.

In respect to service quality, there is no better service to the residents of Pismo Beach than our own nationally accredited agency through the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Pismo Beach Police Department Communications Center has recently concluded a multi-year process through the same accrediting body that culminated in an in-depth onsite assessment and has received an independent national accreditation for the Communications Center. Due to the use of best practice, state of the art, and contemporary standards developed by CALEA, the Pismo Beach Police Department Communications Center must now demonstrate proof of compliance to those standards to achieve and retain national



accreditation. Similar to the Law Enforcement Accreditation achieved and maintained by the Pismo Beach Police Department since 2007, CALEA Accreditation demonstrates our commitment to constant evolution, reform, and progress, which allows the City's Communications Center to deliver the highest professional law enforcement and communications service to our community and visitors. We are the only city in California with an accredited Police Department and Dispatch Center. This was shared with the Grand Jury and they failed to mention this in their report.

Based on the above information regarding our accreditation status, no service contract quote from the County of San Luis Obispo Sheriff's Department could be considered without assurances from the County that it would be able to comply with the City's own national accreditation, which mandates proof of compliance to state of the art standards requiring a higher degree of audits, systems, accountability, documentation, and performance directives. In addition, there must be the ability to evolve as new standards are developed and nationally disseminated to accredited agencies routinely. Meeting these mandates would price the City of Pismo Beach out of a service agreement with the County of San Luis Obispo unless the County would also be able to attain national accreditation like Pismo Beach and demonstrate the same level of compliance to an independent commission, at no additional cost over the current cost to Pismo Beach of maintaining its own accredited communications center. We again are disappointed that the Grand Jury did not take into account any of this information which was provided to the Grand Jury prior to the issuance of the Report.

In conclusion, the residents of Pismo Beach are accustomed to the high service levels provided by the Pismo Beach Police Department Communications Center, which include the institutional knowledge of our jurisdiction. This nationally accredited communications center demonstrates the City's commitment to delivering the highest quality emergency communications service, and a dedication to utilizing budgeted funds to maintain accreditation by promoting the evolution and constant development of that service.

The City of Pismo Beach, based on multiple prior discussions and rough estimates, feels it provides its high level of current service at or below outside contractual costs. The City of Pismo Beach does believe in regionalization if does not reduce the quality of service to our community. That said, the City of Pismo Beach appreciates that efficiencies can create savings and has entertained the idea of being the contract agency on a smaller regional scale to ensure Pismo Beach and jurisdictions desiring to contract meet all the above criteria.

Pismo Beach currently assists the City of Grover Beach with its dispatch function and both agencies are currently evaluating the efficacy of their joint efforts in this regard. Pismo Beach would also welcome discussions with other neighboring agencies so they might benefit as well from the high caliber of communications services the City provides to its own residents and those of the City of Grover Beach.

Sincerely,


Ed Waage, Mayor
City of Pismo Beach

cc: San Luis Obispo County Grand Jury, P.O. Box 4910, San Luis Obispo, California 93402

