



JEFF LEIKAUF
SHERIFF - CORONER - PUBLIC ADMINISTRATOR
COUNTY OF EL DORADO
STATE OF CALIFORNIA

July 22, 2022

The Honorable Vicki Ashworth
Presiding Judge of the El Dorado County Superior Court
495 Main Street
Placerville, CA 95667

RE: El Dorado County Grand Jury 2024-2025, Case 25-06, 9-1-1 Central Dispatch –
Performance Under Fire

The Honorable Vicki Ashworth,

The El Dorado County Sheriff's Office (EDSO) appreciates the Grand Jury's investigation into the critical functions of the Central Dispatch Center and the challenges faced in staffing and operations. We acknowledge the findings presented in the report and provide the following responses to Findings 1-3 and 6, as well as Recommendations 1 and 4:

Sheriff's Response to the Grand Jury's Findings

F1. *EDC Central Dispatch is critically short staffed. The department is funded for 22 staff (18 dispatchers and 4 supervisors). They currently have 19 staff (9 dispatchers, 4 supervisors, and 6 trainees). Several dispatchers (six) and supervisors (two) have left Central Dispatch to work for higher paying agencies in the past five years.*

AGREE

F2. *Despite staffing shortfalls, the Central Dispatch Department has a collaborative and engaged work culture. To date they have achieved key performance metrics at the expense of potential liability risk, job attrition, and higher costs.*

AGREE

- F3 *Central Dispatch staff are mandated to work extensive overtime hours resulting in stress and further job attrition. EDSO deputies are required to cover shortfalls at considerable extra expense.*

AGREE

- F6 *El Dorado County Dispatcher wages, differentials, and benefits are not competitive in the regional public dispatch market. The County's five-comparator pay modeling doesn't take local city agencies the Central Dispatch employees have moved into account.*

AGREE

Sheriff's Response to the Grand Jury's Recommendations

- R1 *EDSO direct Central Dispatch to develop and implement a strategy and action plan by July 16, 2025, to retain dispatchers, focusing on employees with less than seven years in the position.*

Response:

This recommendation requires further analysis. While many elements of a retention strategy have already been informally implemented and are yielding measurable benefits, additional evaluation is needed to determine the feasibility, impact, and the staff time required for a formalized plan. Increased training sessions, improved communication, and greater consistency in operations have contributed to enhanced morale and job satisfaction among dispatchers. A more structured plan is under consideration, and an internal review may assess its viability by July 2025.

- R4 *EDSO direct Central Dispatch and their payroll department to produce an annual report by January 1, 2026, including the amount of overtime salary paid, as well as EDSO deputy pay differential for Central Dispatch staffing to determine the additional cost of keeping Central Dispatch's 9-1-1 lines answered.*

Response:

Has not yet been implemented but will be implemented in the future. EDSO accepts this recommendation and will establish a reporting process to track the financial impact of dispatch staffing shortages. This report will be prepared for internal review and will be submitted to county leadership upon request.

The El Dorado County Sheriff's Office is committed to addressing the challenges identified in the Grand Jury report. We will continue to work with the Board of Supervisors and County Human Resources to advocate for necessary improvements in compensation, working conditions, and staff resource allocation. Our goal is to ensure a fully staffed and effective dispatch center that meets the needs of our community while supporting the well-being of our dedicated dispatchers, and balancing operational feasibility and staff time considerations.

Sincerely,



Jeff Leikauf
Sheriff – Coroner
Public Administrator