

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.6
(ID # 25292)

MEETING DATE:
Tuesday, July 09, 2024

FROM : EXECUTIVE OFFICE

SUBJECT: EXECUTIVE OFFICE: Approval of the Response to the 2023-2024 911 Call Failed, Now What? and Directive for the Response to be Sent to the Grand Jury, Presiding Judge, and County Clerk-Recorder.; All Districts. [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve, with or without modification, the attached response to the 2023-2024 Grand Jury Report: 911 Call Failed, Now What?; and
2. Direct the Clerk of the Board to immediately forward the Board's finalized responses to the Grand Jury, the Presiding Judge, and the County Clerk-Recorder.

ACTION:Policy

A handwritten signature in blue ink, appearing to read "Juan C. Perez", is written over a horizontal line.

Juan C. Perez, Chief Operating Officer

7/2/2024

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: July 9, 2024
xc: E.O., Grant Jury, Presiding Judge, Clerk-Recorder

Kimberly A. Rector
Clerk of the Board

By: Deputy

SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	N/A	N/A	N/A	N/A
NET COUNTY COST	N/A	N/A	N/A	N/A
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: 23/24-24/25	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Penal Code Section 933(c) requires Board of Supervisors comment on the Grand Jury's recommendations pertaining to matters under the Board's control. In addition, responses must be provided to the Presiding Judge of the Superior Court within 90 days of receipt of the report.

ATTACHMENTS:

ATTACHMENT A. 2023-2024 Grand Jury Report: 911 Call Failed, Now What?

ATTACHMENT B. Grand Jury Response: 911 Call Failed, Now What?

ATTACHMENT C. Riverside County Sheriff's Office Grand Jury Response April 17, 2024 911 Call Failed, Now What?


Bruce Barton, EMD Director 7/1/2024


Tina Grande 7/2/2024


Minh C. Tran, County Counsel 7/2/2024

2023-2024 Grand Jury Report
911 CALL FAILED, NOW WHAT?
April 15, 2024
Riverside County: Board of Supervisors

GRAND JURY FINDINGS:

Grand Jury Finding #1:

F-1 In parts of Riverside County, 911 calls failed during and after Storm Hillary in August of 2023.

Response to Grand Jury Finding #1:

Respondent disagrees partially with the finding.

Please refer to the Riverside County Sheriff Response dated April 17, 2024 (Attached). As stated in the response by the Sheriff, small geographic areas were affected by 911 outages. The redundancy built in along with the backup plans for the system were in place.

During this storm event, the Sheriff did coordinate with jurisdictions impacted by the storm events. Fire and the Emergency Management Department (EMD) conducted coordination calls from the Emergency Operations Center (EOC) including with the State Operations Center resulting in restoration of 9-1-1 access in the impacted areas not served by the County of Riverside.

The Sheriff's response further states that there was no significant decrease in the volume of calls to the population that the County of Riverside serves. Any impacted cities can also respond directly to any outages involving their jurisdiction.

Grand Jury Finding #2:

F2 The State of California funds, and is responsible for the 911/E911 system administration, design and operations within the State.

Response to Grand Jury Finding #2:

Respondent agrees with finding.

Grand Jury Finding #3:

F-3 The general population is unaware of an alternate means of access to emergency services when 911 calls fail, or when callers are unable to speak.

Response to Grand Jury Finding #3:

Respondent disagrees wholly with finding.

Please refer to the Riverside County Sheriff Response dated April 17, 2024 (Attached). In the report, the Sheriff does refer to the Sheriff website and social media campaigns conducted by the department regarding Text to 911.

Grand Jury Finding #4:

F4 A disruption of the 911 infrastructure caused the failure of emergency calls to reach PSAPs.

Response to Grand Jury Finding #4:

Respondent disagrees partially with the finding.

Department comments: Please refer to the Riverside County Sheriff Response dated April 17, 2024 (Attached) and to further comments included in Finding #1.

GRAND JURY RECOMMENDATIONS:

Grand Jury Recommendation #1:

R-1 The Riverside County Board of Supervisors promote 911/E911 education to the public, including Text-to-911 when telephone calls to 911 fail, including but not limited to, County websites, the media, print, electronic, live and recorded audio and video public awareness. Finding 1, Finding 3: Financial impact: minimal to moderate: December 31, 2024

Response to Grand Jury #1:

Recommendation has been implemented.

Department comments: Public outreach has occurred before, during and after this incident. Please refer to the Riverside County Sheriff Response dated April 17, 2024 (Attached). The Executive Office is in communication with RCIT, EMD and Fire to explore additional campaigns and outreach on websites and other social media platforms to communicate how to contact 9-1-1 if one part of the system fails.

Grand Jury Recommendation #2:

R-2 Riverside County Board of Supervisors proactively advocate to the State of California for upgrades and backups to the 911 emergency system infrastructure, to include identifying and assigning a County employee to represent the County's interest with regular progress reports to the Board of Supervisors. Finding 1, Finding 2, Finding 4: Financial impact: minimal to moderate: December 31, 2024

Response to Grand Jury #2:

Recommendation has been implemented.

As part of the 2023-24 Legislative Platform, the Board of Supervisors identified the need to advocate for fair and equitable funding of federal and state programs, including the 911 and 988 systems. As noted in the report, NextGen 911 (NG911) is being rolled out nationally. The primary means for funding the transition to NG911 is through federal appropriations, and/or state and local surcharge fees. At the federal level, the County of Riverside continues to work in collaboration with the National Association of Counties to advocate for one time and ongoing funding mechanisms to support the transition to NG911.

CAL OES has a quarterly State 9-1-1 Advisory Board meetings and a Long-Range Planning Committee Meeting that also addresses the concerns that the Grand Jury found in recommendation #2. The link to the meeting website is found below:

<https://www.caloes.ca.gov/office-of-the-director/operations/logistics-management/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-911-information/>

Regarding the upgrades to the 911 system, law enforcement agencies within Riverside County including Sheriff, Riverside and Hemet Police departments all have Communications Management representation on the Next Generation 9-1-1 (NG911) Task Force. These are regional quarterly meetings held to discuss the state's progress, implementation, and deployment of NG911.

There is an additional layer of communication from the state to each 911 center. Every county in the state has at least one 911 County Coordinator that receives direct communications from the 911 Branch of CAL OES. This information is then pushed out to every 911 center within their respective counties. This weekly or bi-weekly communication includes funding notices and new contracts for training, equipment, and software related to 911. Included are 911 Branch notices of all public meetings.

