



June

# **2024-2025 RIVERSIDE CIVIL GRAND JURY**

## **COMPLIANCE AND CONTINUITY REPORT**

**June 17, 2025**

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## INTRODUCTION

The Riverside County Civil Grand Jury (Civil Grand Jury), a 19-member panel, acts as the public's watchdog by investigating and reporting on local government affairs. Its duties include reviewing citizen complaints, evaluating allegations of misconduct against public officials, overseeing county and municipal governments, investigating operations, researching civic matters, reviewing department policies and procedures, and inquiring into public offenses.

The Civil Grand Jury aims to improve government by investigating and reporting on government affairs with recommendations for improvement. According to California Penal Code §933(a), each “Grand Jury shall submit to the presiding judge of the superior court a final report of its findings and recommendations that pertain to county government matters during the fiscal or calendar year.” The public has access to Riverside County Civil Grand Jury reports on Riverside County’s Civil Grand Jury website.<sup>1</sup>

Governmental officials are not mandated to implement Civil Grand Jury recommendations. However, they are legally obligated to respond to the findings and recommendations of the Civil Grand Jury reports.

The purpose of this report is twofold: (1) to highlight the responses of government officials to Civil Grand Jury reports and to (2) demonstrate how the Civil Grand Jury monitors the implementation of improvements agreed upon by local governments.

### SECTION 1

#### GOVERNMENT OFFICIALS RESPONSES TO CIVIL GRAND JURY REPORTS

##### Response Time Requirements

California Penal Code §933(c) requires governing bodies (e.g., boards) to respond to Civil Grand Jury reports within 90 days, while elected officials (e.g., county sheriff) have 60 days.<sup>2</sup>

**Did government officials respond to the eight reports published by the 2023-2024 Civil Grand Jury?** Civil Grand Jury reports do get the attention of most government officials.

Within those eight reports, 24 legally required responders were identified. Table 1 lists the 24 required responders, the publication dates of the eight reports, and their response deadlines. Of the 24 government officials required to respond, 23 (95.8%) did so. Of the 23 responders, 18 (78.3%) responded within the legal time requirement and six (21.7%) did not.

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<sup>1</sup> Riverside County Civil Grand Jury, Civil Grand Jury Reports, 1997-1918 through 2024-2025. URL is located at <https://rivco.org/civil-grand-jury> Accessed April 15 2025.

<sup>2</sup> California Legislative Information, Penal Code §933 (2003) is accessible at the following URL: [https://leginfo.ca.gov/faces/codes\\_displaySection.xhtml?sectionNum=933.&lawCode=PEN](https://leginfo.ca.gov/faces/codes_displaySection.xhtml?sectionNum=933.&lawCode=PEN). Accessed on April 15, 2025.

Table 1

Compliance Status to 2023-2024 Civil Grand Jury Reports				
Required Responders by Report	Report Release Date	Response Due Date	Response Date Received*	Responded to Civil Grand Jury Report?
<b>911 Call Failed, Now What?</b>				
County Board of Supervisors	4/15/2024	7/18/2024	7/9/2024	YES
<b>Blythe, California Awakening of a New 'Gateway City'</b>				
Blythe City Council	4/4/2024	7/9/2024	6/12/2024	YES
<b>March Joint Powers Authority: Marginally Transparent</b>				
March JPA Commission	4/10/2024	7/10/2024	5/20/2024	YES
County Board of Supervisors	4/10/2024	7/10/2024	7/9/2024	YES
City Moreno Valley	4/10/2024	7/10/2024	6/24/2024	YES
City of Perris	4/10/2024	7/10/2024	6/26/2024	YES
City of Riverside	4/10/2024	7/10/2024	6/11/2024	YES
<b>Narcan - Saving Lives in Riverside County</b>				
Riverside County Sheriff	6/11/2024	9/14/2024	7/22/2024	YES
City of Blythe	6/11/2024	9/14/2024	8/13/2024	YES
City of Indio	6/11/2024	9/14/2024	6/20/2024	YES
City of Palm Springs	6/11/2024	9/14/2024	9/12/2024	YES
City of Banning	6/11/2024	9/14/2024		NO
City of Beaumont	6/11/2024	9/14/2024	8/8/2024	YES
City of Corona	6/11/2024	9/14/2024	11/27/2024	YES
City of Murietta	6/11/2024	9/14/2024	3/18/2025	YES
City of Hemet	6/11/2024	9/14/2024	6/19/2024	YES
City of Menifee	6/11/2024	9/14/2024	8/30/2024	YES
City of Riverside	6/11/2024	9/14/2024	8/1/2024	YES
<b>Riverside County Special Districts: Obscure Local Government</b>				
County Board of Supervisors	6/6/2024	9/10/2024	10/22/2024	YES
RivCo District Attorney's Office	6/6/2024	9/10/2024	9/25/2024	YES
<b>Riverside Transit Agency Reducing Traffic congestion - RTA</b>				
RTA Board of Directors	5/28/2024	8/31/2024	7/1/2024	YES
<b>Sheriff's Inmate Training &amp; Education (Site B)</b>				
Sheriff's Department	5/15/2024	8/20/2024	6/3/2024	YES
<b>Office of Public Guardian - Taking Care of At-Risk Adults</b>				
County Board of Supervisors	6/6/2024	6/10/2024	8/27/2024	YES
Auditor-Controller	6/6/2024	6/10/2024	8/5/2024	YES
* A cell with a yellow background indicates a late response.				

## Response Option Requirements

The California Penal Code §933.05 mandates that government officials must respond in writing to Civil Grand Jury report findings and recommendations. The law outlines the specific parameters that these responses must follow.<sup>3</sup> The list below summarizes parameters.

<b>Response Options for Findings</b>
The respondent agrees with the finding.
The respondent disagrees partially with the finding with reasons.
The respondent disagrees wholly with the finding with reasons.
<b>Response Options for Recommendations</b>
The recommendation has been implemented with implementation summary.
The recommendation has not yet been implemented, but will be, with time frame. *
The recommendation requires further analysis with scope, parameters, and time frame. *
The recommendation is not warranted or is not reasonable with explanation.

\* The time frame shall not exceed six months from the date of publication of the Civil Grand Jury report.

## Responses to 2023-2024 Civil Grand Jury Reports

The 2023-2024 Civil Grand Jury released eight reports, listing 27 required responders from county departments, cities, and special districts. These reports contained 117 findings and 60 recommendations requiring responses from officials. Table 2 shows the connections between reports, responders, findings, and recommendations.

**Table 2**

Report Topics	Number of Required Responders Identified in Report	Findings		Recommendations	
		Number of Report Findings	Total Number of Required Responses to Findings by Responders	Number of Report Recommendations	Total Number of Required Responses to Recommendations by Responders
911	1	4	4	2	2
Blythe	2	9	16	8	10
MJPA	5	19	32	9	21
Narcans	12	3	36	1	12
Special Districts	2	6	7	5	5
RTA	1	4	4	1	1
Site-B	2	4	4	2	4
Public Guardian	2	9	14	3	5
<b>Total</b>	<b>27</b>	<b>58</b>	<b>117</b>	<b>31</b>	<b>60</b>

<sup>3</sup> California Legislative Information, Penal Code §933.05 (1997) is accessible at the following URL: [https://leginfo.ca.gov/faces/codes\\_displaySection.xhtml?sectionNum=933.05.&lawCode=PEN](https://leginfo.ca.gov/faces/codes_displaySection.xhtml?sectionNum=933.05.&lawCode=PEN). Accessed on April 15, 2024.

## 2023-2024 Findings

Table 3 illustrates the total of 117 responses to the eight 2023-2024 Civil Grand Jury reports. The table shows that 59% of the governmental entities agreed with the jury's findings, while another 16% partially agreed (i.e., disagreed partially). Overall, 75% of the respondents either fully or partially agreed with the jury's findings.

However, not all respondents complied with the California Penal Code §933.05. Some responses to the Civil Grand Jury report findings fell outside the legally defined options. Specifically, 12% of the government officials either did not respond to a finding or provided responses that could not be classified.

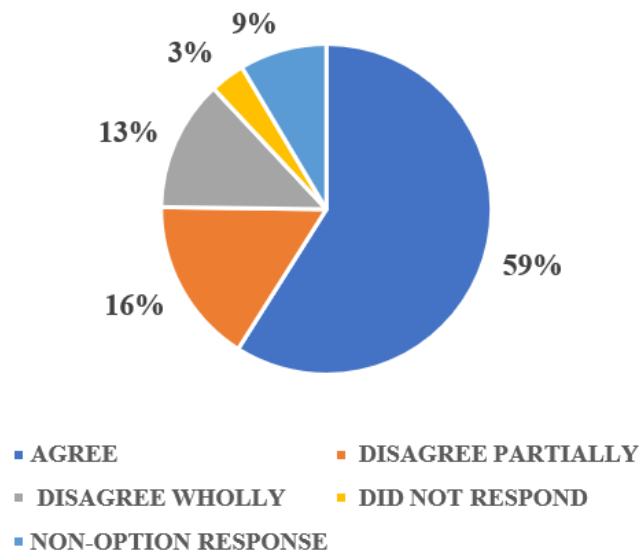
**Table 3**

<b>Total 2023-2024 Responses to Report Findings</b>		
Responses to Findings	Numbers	Percentages
Agreed	69	59%
Disagree Partially	19	16%
Disagree Wholly	15	13%
Did Not Respond	4	3%
Non-Option Response	10	9%
Total	117	100%

Chart 1 illustrates the same distribution of total 2023-2024 finding responses.

**Chart 1**

**Combined Responses to 2023-2024 Findings**



## 2023-2024 Recommendations

Table 4 illustrates the total of 60 recommendation responses to the eight 2023-2024 Civil Grand Jury reports. The table shows that 42% of the governmental officials replied that they will implement or they have already implemented the jury's recommendations, while 38% of the responses indicated that they will not implement the Civil Grand Jury's recommendations because they are not needed or not warranted.

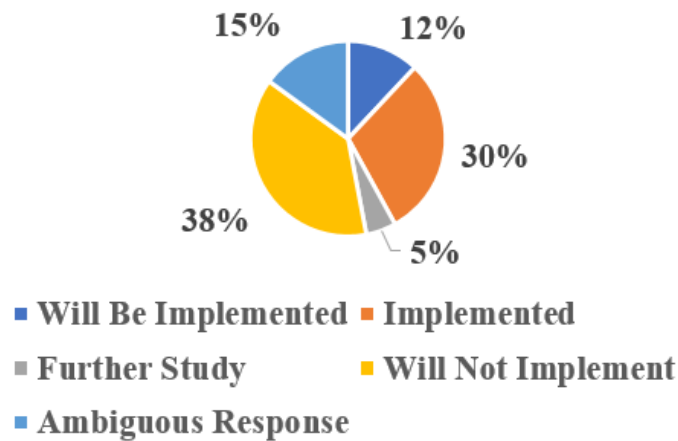
**Table 4**

<b>Total 2023-2024 Responses to Report Recommendations</b>		
Responses to Recommendations	Numbers	Percentages
Will Be Implemented	7	12%
Implemented	18	30%
Further Study	3	5%
Will Not Implement	23	38%
Ambiguous Response	9	15%
Total	60	100%

Chart 2 illustrates the same distribution of total 2023-2024 recommendation responses.

**Chart 2**

### **Total 2023-2024 Responses to Report Recommendations**



## NINE YEAR RESPONSES TO CIVIL GRAND JRY REPORTS

As demonstrated by previous tables and charts, the eight Civil Grand Jury reports from 2023-2024 Civil Grand Jury reports had a significant impact on local government operations. However, are **Civil Grand Jury reports always this impactful in enhancing local governments?**

Starting in the 2018-2019 Civil Grand Jury term, successive juries have collected and analyzed responses to Civil Grand Jury reports. From the 2015-2016 term through the 2023-2024 term, a total of 57 reports have been published, encompassing 367 findings and 464 recommendations.<sup>4</sup> This total includes five compliance/continuity reports, and one report translated into Spanish.

Table 5 illustrates the distribution of reports, along with the corresponding findings and recommendations, over a nine-year period. Columns reflect the actual types of responses, not merely those delineated in law.

**Table 5**

**Number of Civil Grand Jury Reports, Findings, and Recommendations by Year**

Years	Findings						Recommendations							
	TOTAL Reports	TOTAL FINDINGS	AGREE	DISAGREE PARTIALLY	DISAGREE WHOLLY	DID NOT RESPOND	TOTAL RECOMMENDATIONS	AGREE	WILL IMPLEMENT	IMPLEMENTED	FURTHER STUDY	FUNDING NEEDED	DO NOT AGREE	WILL NOT IMPLEMENT
2015-2016	9	33	10	10	10	3	59	25	10	11	1	0	8	4
2016-2017	1	5	5	0	0	0	11	5	1	1	1	3	0	0
2017-2018	13	76	24	10	35	7	147	34	23	12	7	0	34	37
2018-2019	7	39	7	13	19	0	45	13	5	17	3	0	7	0
2019-2020	4	18	9	6	3	0	19	8	2	0	3	0	3	3
2020-2021	5	31	29	2	0	0	73	25	26	17	1	0	2	2
2021-2022	5	29	7	9	13	0	28	6	16	4	0	0	2	0
2022-2023	4	19	11	7	1	0	22	8	7	3	3	0	0	1
2023-2024	9	117	69	19	15	4	60	9	7	18	3	0	0	23
<b>Totals*</b>	<b>57</b>	<b>367</b>	<b>171</b>	<b>76</b>	<b>96</b>	<b>14</b>	<b>464</b>	<b>133</b>	<b>97</b>	<b>83</b>	<b>22</b>	<b>3</b>	<b>56</b>	<b>70</b>

<sup>4</sup> Full Disclosure: Classifying findings and recommendations is challenging due to the way government officials write their responses. There are instances where a response can be classified into more than one category like a Venn diagram that has overlapping circles. In addition, government officials wrote responses but off topic. The ambiguity in the responses is not large enough to take away from concepts written in this report.

### Findings: Nine-Year Summary

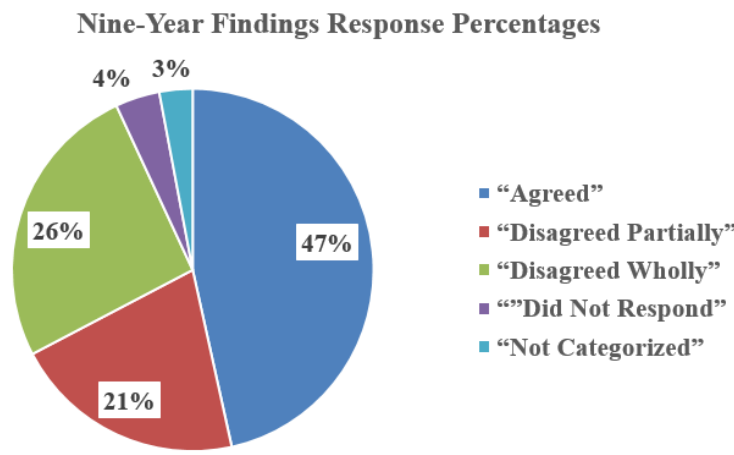
Over the course of nine years, a total of 367 findings were recorded. The table indicates that 171 out of 367 (47%) of governmental entities fully agreed with the jury's findings, while another 76 out of 367 (21% partially agreed (i.e., disagreed partially). In total, 68% of responses either fully or partially concurred with the jury's findings over those nine years.

Below, the total numbers and percentages of responses are categorized. (Percentages are rounded.)

- 47% “Agreed” (171 out of 367)
- 21% “Disagreed Partially” (76 out of 367)
- 26% “Disagreed Wholly” (96 of 367)
- 4% “Did Not Respond” (14 of 367)
- 3% (10 of 367) of the responses could not be categorized

Chart 3 shows the distribution of responses to report findings over the nine years.

**Chart 3**



### Recommendations: Nine-Year Summary

Over the course of nine years, the Civil Grand Jury made a total of 272 recommendations to government officials. Of these, 180 recommendations have been or will be implemented by the officials, resulting in an implementation rate of 67%.

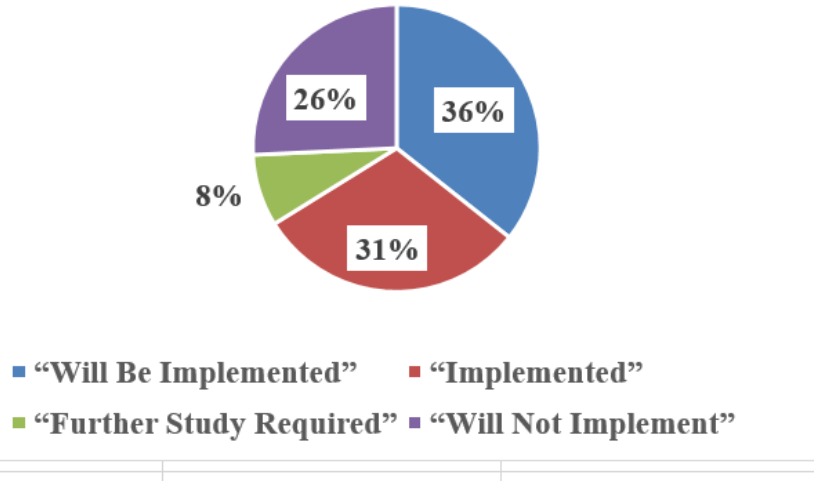
- 36% “Will Be Implemented” (97 out of 272)
- 31% “Implemented” (83 of 272)
- 8% “Further Study Required” (22 of 272)
- 26% “Will Not Implement” (70 of 272)

(Percentages are rounded.)

Chart 4 shows the distribution of responses to report recommendations over the nine years.

**Chart 4**

**Nine-Year Recommendations Percentages**



(Percentages are rounded.)

**Effects of Civil Grand Jury Reports**

One of the purposes of this report is to highlight the contributions of the Riverside Civil Grand Jury in improving local governments. An analysis of responses by government officials over a nine-year period indicates the following:

- 68% of respondents either fully or partially concurred with the jury's findings over those nine years.
- 67% of respondents have already or will implement the jury’s recommendations.

**SECTION 2**

**HOW THE CIVIL GRAND JURY MONITORS AGREED UPON IMPROVEMENTS**

The Riverside County Civil Grand Jury term runs from July 1st to June 30th. Most investigative reports are released between April and June, with required responders submitting their written responses after the jury's term ends.

Government officials are aware that a new Civil Grand Jury begins every July 1st. Consequently, they might agree with the Civil Grand Jury report findings and recommendations but take minimal action to implement them. However, successive Civil Grand Juries that follow up with officials on the progress of implementing agreed-upon improvements can have a positive cumulative effect on improving government operations.

Successive Civil Grand Juries can oversee the implementation of agreed-upon improvements through their standard investigative procedures, such as interviews, document reviews, and visits. Special attention should be given to responses that require implementation within specific time frames. This approach ensures that the dedication and efforts of past and future Civil Grand Juries lead to positive changes for the citizens of Riverside County.

## **CONTINUITY INVESTIGATIONS**

### **2023-2024 Follow-Up Civil Grand Jury Continuity Investigations**

The 2023-2024 Civil Grand Jury examined the progress made on five previously published Civil Grand Jury reports. The four follow-up reports are as follows:

6. 2021-2022 Enhanced Organizational Culture & Leadership: Children Services Division Dedicated to Protecting Riverside County Children
7. 2020-2021 Was the Riverside County November 2020 Consolidated General Election Administered Fairly and Impartially?
8. 2021-2022 Grand Jury Report: County Leadership Failures Result in Unnecessary Financial Risks: Internal Audits Marginalized
9. 2022-2023 Grand Jury Report: County of Riverside Risk Associated with the Lack of Vendor Management
10. 2023-2024 Riverside Civil Grand Jury, “911 call failed, now what?” Report

#### **1. 2021-2022 Enhanced Organizational Culture & Leadership: Children Services Division Dedicated to Protecting Riverside County Children**

**Report Date: June 28, 2022**

**Response Received: October 4, 2022**

#### **Summary of 2021-2022 Report:**

The 2021-2022 Grand Jury report addressed recent child abuse deaths in 2019 and 2020, along with other reports of child abuse and neglect that had tragic outcomes. The details of the cases could not be accessed due to confidentiality rules. Therefore, the Grand Jury altered its investigation and focused on Child Protective Services policies and procedures, as revised and the “process issues” identified in a published external review. The report focus was to ascertain if current policies and procedures are effective in meeting the challenges faced by the Social Services Practitioners (SSPs), their supervisors and the Riverside County entities that support them. The Grand Jury also searched for unequivocal evidence that validates a statement made by a Riverside County spokesperson in July 2020 Los Angeles Times articles, specifically: “[Riverside]... County made several improvements since late 2019 to the County’s Children’s Services Division, including leadership changes and a shift in culture toward greater accountability and safer practices and outcomes.”

The major points of interest examined in the investigation were as follows:

- Warrant for Removal process (obtaining court orders to remove a child from a dangerous environment).

- Use of the Structured Decision Making (SDM) to ascertain the level of safety and risk in cases assigned for investigation.
- “Staffing” procedures to “promote” an investigation, to seek guidance, and to make appropriate decisions to protect children.
- Caseload management, standards, and strategies for reducing SSPs workloads.

**2021-2022 Key Findings**

The report noted seven findings concerning the roles and responsibilities of County staff, the warrant removal process, staffing procedures, case management workloads, and SSP rate turnover.

**2021-2022 Recommendations:**

The report listed seven recommendations. The response received from the Children’s Services Division (CSD) stated that five of the recommendations have been implemented and will continue to be implemented.

**Findings and Recommendations Recap**

Finding	Agreement		Recommendation	Implemented
F#1	Respondent agrees with the finding		R#1	Implemented
F#2	Respondent agrees with the finding		R#2	Implemented
F#3	Respondent agrees with the finding		R#3	Implemented
F#4	Respondent partially agrees with the finding		R#4	Implemented
F#5	Respondent agrees with the finding.		R#5	Implemented
F#6	Respondent agrees with the finding.		R#6	Implemented
F#7	Respondent agrees with the finding.		R#7	Implemented

**2024-2025 Follow-up**

The 2022-2023 Grand Jury conducted a follow-up interview with the Director of CSD concerning the status of the recommendations. The Grand Jury found CSD has started the implementation process on all the recommendations and they will continue to be implemented.

**Recommendations**

As of June 12, 2025, the recommendations noted in the 2021-2022 report have been implemented and no additional follow-up is needed.

## **2. 2020-2021 Was the Riverside County November 2020 Consolidated General Election Administered Fairly and Impartially?**

**Report Issued: 06/28/2021 Response Due: 10/01/2021**

**Continuity Report Issued: 6/21/22**

### **Summary of 2020-2021 Report and 2021-2022 Continuity Report**

The 2024-2025 Grand Jury selected the 2020-2021 ROV Report and the 2021-2022 ROV Continuity Report to ensure the ROV implemented all the recommendations of the 2020 -2021 Civil Grand Jury report, “Was the Riverside County November Consolidated General Election Administered Fairly and Impartially?”.

The ROV Report 2020-2021 included five findings and thirteen recommendations. The November 16, 2021, response from the ROV to the 2020-2021 report agreed with all findings and the thirteen recommendations and indicated they would be implemented. In the 2022 Civil Grand Jury’s Continuity report nine of the thirteen recommendations had been completed. Below is a list of the recommendations not completed in the 2022 Continuity Report.

- Recommendation #2-Detailed plan done November 2022 and presented to Board of Supervisors.
- Recommendation #3-Video on “Life of a Ballot” and others have been completed and are on the ROV website.
- Recommendation #5-New Livestream on Registrar of Voters’ website shows real-time ballot counting since June 3, 2022.
- Recommendation #12-Workers collecting ballots have a cellphone that is tracked as they transport ballot containers.

### **2024-2025 Key Findings**

The responses provided by the ROV and the Board of Supervisors is considered complete about the 2020-2021 Grand Jury report, “Was the Riverside County November Consolidated General Election Administered Fairly and Impartially?”

### **Recommendations**

All the recommendations noted in the 2020-2021 report have been implemented and no additional follow-up is needed.

3. **2021-2022 Grand Jury Report: County Leadership Failures Result in Unnecessary Financial Risks: Internal Audits Marginalized**

**Report Issued: 05/27/2022    Response Due: 8/31/2022**  
**Continuity Report Issued: 6/21/23**

**Summary of 2021-2022 Report and 2022-2023 Continuity Report**

The 2021-2022 Civil Grand Jury found twelve findings, such as, high turnover, a dysfunctional relationship with county leaders and departments, internal audits being marginalized, and in many cases just ignored, and a staff that lacks the necessary knowledge, skills, and experience to perform the required audit. In addition, the audits did not provide the severity of the audit findings. The report lists thirteen recommendations to address the findings.

The 2022-2023 Continuity Report found that the Executive Office and the Internal Audit Division realized the importance of internal auditing and risk management to the County. With the election of a new Auditor-Controller many of the findings have been addressed and recommendations implemented.

**2024-2025 Key Findings and Recommendations**

Following the election of a new Auditor-Controller considerable progress has been made to implement the thirteen 2021-2022 recommendations noted in the initial report. Many of the findings have been addressed and corresponding recommendations have been implemented such as reducing internal audit staff turnover. The staff has increased the number of professional certifications, obtained a certified IT auditor and conducted IT audits, reducing the time on follow-up and developing a risk-based audit approach and auditing knowledge. The new ACO has repaired the working relationships between other County Departments.

The only finding and recommendation needing completion is the audit oversight committee. The County has decided to make the audit oversight committee a standing committee with a Board approved charter and bylaws added to the County budget. The Civil Grand Jury was informed it would be several more months before it would be completed and that the committee bylaws are being drafted.

**Recommendations**

The Continuity Committee should review the proposed Audit Oversight Committee membership composition and charter before being implemented to ensure the Internal Audit and Audit Committee Charter align to achieve the desired goals.

#### 4. **2022-2023 Grand Jury Report: County of Riverside Risk Associated with the Lack of Vendor Management**

**Report Issued: 05-15-2023**

**Response Due: 08-15-2023**

**Continuity Response: 05-20-2024**

##### **Report Summary**

The purpose of this report was to review the County of Riverside's (County) vendor management processes and ensure vendor management contains adequate provisions for oversight; that contractors are held accountable for compliance with requirements; and that the Purchasing staff responsible for those contracts are fulfilling their required roles. The focus of this report was limited to post-award contract administration for goods and/or services.

##### **Key Findings**

The County has an opportunity to improve its policies and procedures for the management of vendor contracts for both goods and services. This can be achieved by clearly defining the roles and responsibilities of Procurement Contract Specialists as well as that of the Procurement Compliance Officer, ensuring that contract terms are complied, assessing the risks of the vendor's ability to meet contract terms, and certifying continuous monitoring throughout the life cycle of the contract.

- Finding #1: The Grand Jury found the County did not have documented Standard Operating Procedures (SOP) for vendor management, on post-award contracts.
- Finding #2: The Grand Jury finds the County has no compliance administration oversight; periodic reviews of existing contracts to determine adherence to compliance mandates and protocols and to check for nonconformities. The recently added Procurement Compliance Officer has not established the administration of a County-wide Contract Compliance/Audit Program.
- Finding #3: The Grand Jury found the County has multiple vendor risks such as compliance, financial, information security, operational and reputation associated to regulations and best business practices, without a formal risk assessment or performance-based review (contractually agreed upon expectations) of vendors on a regular scheduled timeframe.
- Finding #4: The Grand Jury found the County has insufficiencies in the lack of required fields in the Purchasing module in PeopleSoft Financials 9.1; most prevalent being "Expire Date."
- Finding #5: The Grand Jury found the County has no standard procedures for optional data entered in the Purchasing module in PeopleSoft Financials 9.1; this includes contract comments, forms/templates that are uploaded, document naming conventions and linking Purchase Orders to existing established contracts. There is not any guidance or documentation to enforce consistency on vendor file structure.
- Finding #6: The Grand Jury found the County has no documented processes, either queries or standardized reports, to extract active contract data from PeopleSoft Financials 9.1 to monitor the contract's pivotal milestones, such as expiration date, contract's total expended dollars, specific contract type, specific vendors, etc..

- Finding #7: The Grand Jury found in the review of Internal Audit reports issued from 2017 through 2023, and it was determined Internal Audits performed only one audit (issued in 2023) which focused on Purchasing policies and procedures. The audit highlighted several significant findings relating to “Purchasing Processes,” “Purchase Orders” and “Contract Monitoring.”

**Key Recommendations**

The report listed seven findings and seven recommendations.

- Recommendation #1. The Grand Jury recommends the Purchasing Division establish formal risk assessments on vendors. Dependent upon whether the vendor is elevated risk, moderate risk or minimal risk will dictate the spacing of assessments.
- Recommendation #2: The Grand Jury recommends the Purchasing Division establish performance-based reviews on vendors.
- Recommendation #3: The Grand Jury recommends the Purchasing Division establish Standard Operating Procedures (SOP) responsibilities for post-award administration of contracts for goods and/or services.
- Recommendation #4: The Grand Jury recommends the Purchasing Division establish County-wide standard procedures for optional data fields entered in the Purchasing module in PeopleSoft.
- Recommendation #5: The Grand Jury recommends the Purchasing Division develop and incorporate standardized reporting tools to be used for routine monitoring of active contracts.
- Recommendation #6: The Grand Jury recommends the Purchasing Division and Internal Audits, incorporate vendor management audits to review processes and ensure contracts contain adequate provisions for oversight; that vendors are held accountable for compliance with requirements; that the County’s contract administrators are fulfilling their required roles. Performing a vendor management audit can help highlight potential risks, inefficiencies, and compliance issues before they become a problem.
- Recommendation #7: The Grand Jury recommends Internal Audits adopt the Institute of Internal Auditors six primary elements of vendor management and expand the annual audit plan to include these for all County departments.

**Findings and Recommendations Recap**

Finding	Agreement	Recommendation	Implemented
F#1	Wholly Disagree	R#1	Requires Further Analysis
F#2	Disagree Partially	R#2	Requires Further Analysis
F#3	Disagree Partially	R#3	Implemented
F#4	Agree	R#4	Implemented
F#5	Disagree Partially	R#5	Implemented
F#6	Wholly Disagree	R#6	Implemented
F#7	Wholly Disagree	R#7	Implemented

## **Conclusion**

Below is a list of findings and recommendations the Continuity Committee should continue to follow.

### **Findings**

- Finding #1: The response from the Executive Office and Purchasing addresses vendor non-compliance but does not address the oversight performance of vendors for post awarded contracts. The response only addresses vendor non-compliance or non-performance.
- Finding #6: This finding has been corrected following the conversion to PeopleSoft.
- Finding #7: The County's Internal Audit Division has improved the audits of the County's vendor management.

### **Recommendations**

- Recommendation #1: The County does not assign a risk value to critical vendors but has agreed to review the recommendation.
- Recommendation #2: The County should establish a performance review of vendors to help identify emerging issues.

## 5. 2023-2024 Riverside Civil Grand Jury, “911 call failed, now what?” Report

**Report Issued 05-15-2023**

**Response Due: 08-15-2023**

### Report Summary

Riverside County Civil Grand Jury released the report on April 15, 2024, based on repeated E911 outages in 2023 in Eastern Riverside County including the cities of Indio, Palm Springs, Cathedral City, Desert Hot Springs, and Blythe. These cities have their own 911 Dispatch offices which are separate from each other, all are separate from Riverside County Sheriff’s Office.

### Findings and Recommendations Recap:

Executive Office and Board of Supervisors			
Findings	Response	Recommendations	Response
F1	Disagree Partially referred to Sheriff’s response	R1	Implemented
F2	Agrees	R2	Implemented
F3	Disagrees Wholly - referred to Sheriff’s response		
F4	Disagree Partially referred to Sheriff’s response		

### Key Findings

Findings #1, #3, and #4. The County Board of Board of Supervisors responses were based on the Sheriff Department’s invited responses that focused on what happened within the Sheriff’s jurisdiction and not the problems outside of their jurisdiction.

The County Board of Supervisors agreed to Finding #2 and advocates for additional funding through the California Office of Emergency Services that meets quarterly and is responsible for the 911/E911 services and funding in each county in the State.

### Key Recommendations

The County has implemented both recommendations and alternatively included their own recommendation for an alternate solution, Next Generation 911 (NG911), which was also described in the report. It was reported as a future project with an unknown completion date. Subsequently, the NG911 trials failed, and the project is on hold as of November 2024.

### Conclusion

The vulnerabilities that disrupted 911 calls and the County's internal network have been addressed with a \$1.5 million project. While the County's network is now secure, 911 calls to the affected cities remain vulnerable, with incidents of blocked calls occurring again in 2024 and 2025.

### Recommendation

The Continuity Committee should continue to get updates on the progress of E911/911 emergency system.

## CONCLUDING STATEMENT

Each Civil Grand Jury establishes standing and ad hoc committees to fulfill its responsibilities. One of the ad hoc committees is traditionally tasked with investigating the progress made on previously agreed-upon government improvements. Over the years, this ad hoc committee has been known by various names, most notably the Continuity Committee.

The 2023-2024 Civil Grand Jury recommends that future Civil Grand Juries follow up in the areas listed below.

### Recommended Continuity Follow-Up

Reports	Follow-Up Recommendations
1. Children Services Division Dedicated to Protecting Riverside County Children	None
2. 2020 Consolidated General Election Administrated Fairly and Impartially	None
3. Internal Audits Marginalized	1. The Continuity Committee should review the proposed Audit Oversight Committee membership composition and charter before being implemented to ensure the Internal Audit and Audit Committee Charter align to achieve the desired goals.
4. Risk Associated with Lack of Vendor Management	1. Recommendation #1: The County does not assign a risk value to critical vendors but has agreed to review the recommendation. 2. Recommendation #2: The County should establish a performance review of vendors to help identify emerging issues.
5. 911 Call Failed, Now What	1. The Continuity Committee should continue to get updates on the progress of E911/911 emergency system.

### No Required Responders