



## Legislation Text

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**File #:** 24-151, **Version:** 1

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Adopt a Resolution to Approve and Authorize the City Manager to Execute an Agreement with the Alameda County Sheriff's Office (ACSO) for the Transfer of 9-1-1 and Non-Emergency Telephone Calls from the San Leandro Police Department (SLPD) for a Term of 6 Months with Two 6-Month Extension Options for a Total Not to Exceed Amount of \$300,000

### **COUNCIL PRIORITY**

- Public Safety

### **SUMMARY**

On March 10, 2024, the San Leandro Police Department (SLPD) began coordinating the transfers of 9-1-1 and non-emergency telephone calls to ensure continuous public safety services for the City of San Leandro by contracting with the Alameda County Sheriff's Office Emergency Services Dispatch Center (ACSO ESD). The agreement is for six months, expiring on September 9, 2024.

### **RECOMMENDATIONS**

Staff recommends that the City Council adopt a resolution to approving and authorizing the City Manager to execute an agreement with the Alameda County Sheriff's Office Emergency Services Dispatch Center (ACSO ESD) for 9-1-1 and non-emergency telephone calls received between the period of March 10, 2024, and September 9, 2024, from 11:00 p.m. to 7:00 a.m., seven days per week.

### **BACKGROUND**

9-1-1 is the nationally recognized telephone number for reporting police, fire, or medical emergencies. 9-1-1 calls made within the geographic boundaries of the City of San Leandro are received by the SLPD's Communications Center (Comm Center), which serves as the City's primary public safety answering point (PSAP). The Comm Center is staffed by Public Safety Dispatchers and Dispatch Supervisors 24-hours per day, 365 days per year. Dispatchers process and prioritize emergency calls to preserve and protect the lives of the people at the locations of the emergency, as well as to enhance the safety of the police officers responding to the emergency calls. Dispatchers input emergency calls for service into a Computer Aided Dispatch (CAD) system to relay the emergency call information, such as the nature of the emergency, the physical location of where help



is needed, and call priority to responding police officers in real time. Dispatchers are often the first point of contact during an emergency. Therefore, it is vital that a robust 9-1-1 service remain available to San Leandro residents and visitors.

SLPD has an ongoing need to meet the public's expectation of providing reliable 9-1-1 services. However, acute staffing shortages necessitated SLPD enter into an agreement with Alameda County Sheriff's Office for 9-1-1 and non-emergency call answering services for a 6-month period, which began February 20, 2023, through August 31, 2023. During that period the SLPD Comm Center hired six dispatchers and one supervisor; but recent losses in line-level positions coupled with losses in key leadership positions limit SLPD's ability to staff the Comm Center consistently.

SLPD is authorized for 14 full-time employees (FTE) in the Public Safety Dispatcher classification and two (2) FTEs in the Public Safety Dispatch Supervisor classification. Currently, SLPD has 11 FTEs in the line-level dispatcher position and one (1) FTE in the supervisor position. Of the 11 FTEs, two (2) FTE dispatchers are not available to work full-time, and two (2) FTEs are new hires who have not been fully trained. Additionally, it takes approximately 10 months to train a new Public Safety Dispatcher to function as a solo operator. Minimum staffing requires five (5) FTEs on any given day (minimum 2 FTE on day shift, 1 FTE as a relief dispatcher and 2 FTE on mid-night shift). The staffing shortages have resulted in mandatory overtime, and a reduction in the minimum staffing requirements. In addition, constraints in onboarding new hires in a timely manner due to the limited availability of qualified dispatchers who can train, exacerbate an already stressed workforce. To ensure SLPD continues to maintain uninterrupted emergency services to the public, the assistance of Alameda County Sheriff's Office is necessary.

## **Analysis**

This recommendation is the most viable option because it will allow SLPD time to hire additional dispatchers as well as allow the two new (2) FTEs to be trained to perform call-taking duties. Staff anticipates hiring three additional dispatchers by June 2024. Additionally, Staff expects these new hires will perform as solo call takers by September 2024. Staff anticipates the agreement to last 6 months without requesting an extension.

## **Current Agency Policies**

SLMC Section 1-6-315: Purchases of equipment, materials, services and supplies determined by the Council to serve the best interests of the City may be made without competitive bidding.

## **Financial Impacts**

This Council action will be funded with salary savings within the Police Department. A total of \$300,000 will be reappropriated from account 010-21-004-4101 to account 010-21-018-5120.

## **ATTACHMENTS**



A - Resolution Transfer of 911 Calls Between SLPD and ACSO

B - Alameda County Sheriff's Office Agreement for 911 Calls

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