



City Manager's Report
August 28, 2018 City Council Meeting
Prepared by: James M. Ortega, Chief of Police
Item#: 12.5

Subject: Adopt a resolution:

1. Retroactively approving a memorandum of understanding between the City and El Dorado County for El Dorado County Sheriff's Office to provide dispatch services for the Police Department for a not to exceed amount of \$71,506.92; and
2. Authorizing the Chief of Police and Police Commander to execute the same; and
3. Authorizing an additional police officer position on a temporary basis through December 31, 2018; and
4. Approving a \$50,464 budget appropriation from the General Fund Contingency for Unforeseen Expenditures and an \$18,534 budget appropriation from the Measure J Fund unassigned fund balance.

Purpose: The Placerville Police Department 9-1-1 Communications Center provides 9-1-1 police dispatch services, twenty-four (24) hours a day, seven (7) days per week, to the city. Dispatch services include answering emergency and non-emergency telephone lines, dispatching police officers to calls for service and answering calls for other City services during non-business hours. The Police Department currently has five funded Full-Time Equivalent (FTE) Police Dispatcher/Records Technicians (DRT) positions and one FTE Senior Dispatcher/ Records Technician position. Currently, only two of the five DRT positions are currently filled for reasons that will be explained below.

Background: During the budget (FY'17-'18) approval process last year, City Council approved the addition of one Dispatch Records Technician which brought our total approved DRT positions to five. This was done by combining three part-time positions into one full-time position to help reduce overtime. At that time, four positions were filled. One of the four full-time DRT employees was promoted to a vacant Senior DRT position in February 2017. One DRT resigned in January 2018 and another was reclassified as a police officer. The Police Department has hired three DRT since the fall of 2017. Two of the three newly hired DRT resigned before completing training. Currently, one Dispatch Records Technician is in training and her anticipated completion of training is October 1, 2018.

The Police Department has been working to hire additional DRTs over the past eight months. Several candidates have failed the POST mandated background process. In May 2018, Police Department staff changed the process for testing candidates for Dispatch Records Technician. The new process has produced a more qualified pool of candidates who can successfully complete the training process for the position of Dispatch Records Technician. Police Department staff has been working vigorously to fill the vacant positions through continual recruitment, testing and the background process. Currently, there are three (3) candidates in the background process.

Discussion: In January, the Police Department staff entered into an MOU with El Dorado County to temporarily provide dispatch services to the Police Department. We determined the Police Department would only require the El Dorado County Sheriff's Department to provide dispatch services for the night shift. At the time this MOU was approved requiring El Dorado County to provide dispatch services through July 31, 2018.

Police department staff anticipates hiring at least two (2) additional DRTs by the first part of October 2018. With these anticipated newly hired DRT FTE positions, our staffing will be at four (4) DRT positions and one Senior DRT position.

In an effort to bring all police dispatch back to the Placerville PD, we have a unique option. Currently, we employ an on-call dispatcher as needed to fill in for sick leave, vacations and other necessary absences of our FTE DRTs. This on-call dispatcher is a full time Police Officer for another police department and he would like to work as a full time Police Officer for the Placerville PD. We propose hiring and classifying this Officer into a temporary position with the anticipation of the retirement of another current Police Officer. After the retirement of the current officer, the city would reclassify the temporary officer into a full-time Police Officer position.

If this candidate is hired, we would have him complete the mandated field training program which we anticipate to be nine weeks due to the fact he is a lateral officer with five years' experience. After he completes field training, we would utilize him to temporarily fill one of the vacant DRT positions until one of the newly hired DRTs is finalized from training. It is important to note the Police Officer candidate also has extensive past experience as a dispatcher and would not require any training as a dispatcher.

Options: We have an agreement with El Dorado County to provide dispatch services. The police department would extend the current MOU for night watch dispatch services with the El Dorado County Sheriff's Department. Options here include:

- Hiring our current on-call DRT as a FTE Police Officer and having him serve as a DRT until at least one of the current candidates is hired and finalized from DRT training. The time of this potential hire will coincide with one current DRT who will finalize from training. Also, extend the current memorandum of understanding with the El Dorado County Sheriff's Department through October 31, 2018 at projected cost of \$71,506.92. If this option is chosen, we anticipate taking back our night shift dispatch capabilities no later than November 1, 2018.
- Not hire the current on-call DRT as a FTE Police Officer and wait for another of our current DRT candidates to be finalized from training. Under this option, we will require the MOU to continue with El Dorado County for night shift dispatch no later than March 1, 2019. This option requires Placerville PD to extend our MOU with the El Dorado County Sheriff's Department for a longer period of time.

Cost: The current rates charged by the El Dorado County Sheriff's Department will be \$42.72 per hour, plus a \$5.55 per hour administrative fee, for a total hourly rate of \$48.27. According to


the attached MOU from El Dorado County, the City is only being charged for overtime incurred. El Dorado County Sheriff's Chief Fiscal Officer will send a monthly invoice detailing the hours worked by their communications center staff for the City. The estimated total cost of night shift dispatch for the Placerville Police Department from July 1, 2018 through November 1, 2018 is projected to be \$71,506.92. This was calculated taking 31 nights (12 hours per night) at a total hourly rate of \$48.97 and 92 nights (12 hours per night) at a total hourly rate of \$48.27. If newly hired dispatchers complete their training early, this cost may decrease. The total cost of a night shift dispatch contract with the El Dorado County Sheriff's Department would cost \$71,506.92 to complete the time frame outlined in the MOU.

Fiscal Impact: Currently, there are three DRT vacancies. The Police Department anticipates hiring three additional DRTs to fill these vacancies. Three candidates are in the background process. Due to the vacant DRT vacancies, there is a projected salary savings of \$84,147 between July 1 and November 1, 2018. The estimated cost of the proposed MOU with El Dorado County Sheriff's Office from July 1 to November 1, 2018 is \$71,506.92. Overtime in patrol due to a police officer serving as a dispatch may add a projected cost of \$30,161. The total projected additional net cost of the proposed transition plan between the Patrol Division and Support Services Division (Dispatch) is \$68,998. Staff is recommending a \$50,463 budget appropriation from the General Fund Contingency for Unforeseen Expenditures and an \$18,534 budget appropriation from the Measure J Fund unassigned Fund balance to cover cost of \$68,996.26.

Recommendation: Adopt a resolution:

1. Retroactively approving the MOU with the El Dorado County Sheriff's Department to contract for communications center duties through November 1, 2018 for a not to exceed amount of \$71,506.92; and
2. Authorizing the Chief of Police and Police Commander to execute the same; and
3. Authorizing an additional police officer position on a temporary basis through December 31, 2018; and
4. Approving a \$50,463 budget appropriation from the General Fund Contingency for Unforeseen Expenditures and \$18,534 from the Measure J Fund unassigned Fund balance.


 M. Cleve Morris, City Manager


 James M. Ortega, Chief of Police

Attachments:

1. Resolution
2. MOU