

**El Dorado County Board of Supervisors
Response to the
2024-25 El Dorado County Grand Jury Report
(Case 25-06: 9-1-1 Central Dispatch – Performance Under Fire)**

Case 25-06: 9-1-1 Central Dispatch – Performance Under Fire

The Grand Jury has requested responses from the Board of Supervisors to Findings 4-6 and Recommendations 2-3.

Consistent with previous practice and pursuant to Board Policy A-11, the Chief Administrative Office is responsible for coordinating the County's response to the Grand Jury. Responses to the Grand Jury Report are directed by Board Policy A-11 and Penal Code 933.05. Accordingly, the Chief Administrative Office has reviewed and compiled the responses from all non-elected department heads into this Initial Draft Response for the Board's consideration.

FINDINGS

- F4. County leadership outside EDSO, which determine Central Dispatch compensation levels and benefits, appear unaware of the serious staffing shortfalls and the stress on Central Dispatch, largely because Central Dispatch has managed to maintain their key performance metrics.

The Board of Supervisors disagrees partially with the finding.

The Board of Supervisors agrees that Central Dispatch has managed to maintain their key performance indicators. Furthermore, the Board believes Central Dispatch provides excellent service. The Board does not agree that County leadership outside EDSO is unaware of the staffing issues in Central Dispatch. The CAO and Board have been briefed by the Sheriff's Office and Human Resources on the issue. Dispatcher compensation and other benefits are being discussed in the County's current labor negotiations with the Trades & Crafts (OE3) union that represents Dispatchers.

- F5. There is no single source of information that shows how much extra is spent covering staffing shortfalls in Central Dispatch, including overtime pay and the higher pay rate for EDSO sheriff deputies. The lack of visibility to additional Central Dispatch coverage costs impairs the BOS and HR from making effective staffing decisions and prioritizations.

The Board of Supervisors disagrees partially with the finding.

There is no single report or data source that tracks this information specifically; however, the information has been shared with the CAO and the Board of Supervisors.

- 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 that Central Dispatch employees have moved to into account.

The Board of Supervisors disagrees partially with the finding.

A regional study of total compensation has not been conducted, so it is not known how El Dorado County's total compensation compares to "the regional public dispatch market."

The Board agrees that the five-comparator pay modeling does not include any city agencies.

RECOMMENDATIONS

- R2. The Board of Supervisors direct Human Resources to assess the wage disparities, pay differentials, and benefits from a wider range of local cities and counties, primarily Folsom, Roseville, and Placer County, to make an interim adjustment to Central Dispatch wages by October 1, 2025.

The recommendation will not be implemented because it is not warranted.

Salaries and benefits are subject to collective bargaining, and the County is currently engaged in labor negotiations with the Trades & Crafts (OE3) union that represents Dispatchers. These topics, as well as others, are currently the subject of negotiations.

- R3. The Board of Supervisors direct Human Resources to include training incentives, including salary increases for Peace Officer Safety Training (POST) education and degrees by July 1, 2026.

The recommendation will not be implemented because it is not warranted.

Salaries and benefits are subject to collective bargaining and the County is currently engaged in labor negotiations with the Trades & Crafts (OE3) union that represents Dispatchers. These topics, as well as others, are currently the subject of negotiations.