

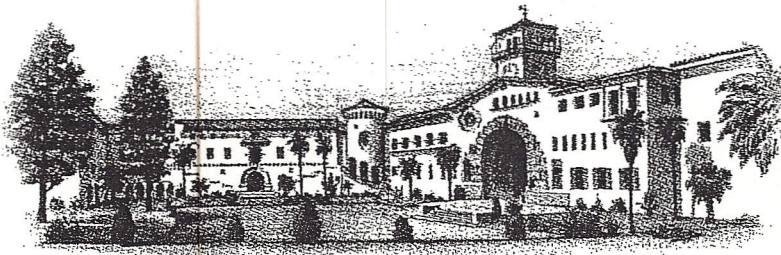
SALUD CARBAJAL
First District

JANET WOLF
Second District, Chair

DOREEN FARR
Third District

JONI GRAY
Fourth District, Vice Chair

JOSEPH CENTENO
Fifth District



BOARD OF SUPERVISORS

County Administration Building

105 East Anapamu Street

Santa Barbara, CA 93101

Telephone: (805) 568-2190

www.countyofsb.org

September 7, 2010

COUNTY OF SANTA BARBARA

Honorable Judge Arthur A. Garcia
Santa Barbara County Superior Court
312 C. East Cook Street
Santa Maria, CA 93456-5369

Received

SEP 14 2010

Santa Barbara
Grand Jury

**Board of Supervisors' responses to Fiscal Year 2009-2010
Grand Jury Report on "Santa Barbara County Reverse 911@-Is Anybody Home?"**

Dear Judge Garcia:

During its regular meeting of September 7, 2010, the Board of Supervisors adopted the following as the Board's response to the findings and recommendations in the Fiscal Year 2009-2010 Grand Jury Report entitled "Santa Barbara County Reverse 911@-Is Anybody Home?"

The Board of Supervisors thanks the Grand Jury for its work on this most important issue regarding the county's emergency communications system. The County Supervisors have carefully reviewed the findings and recommendations presented in the Grand Jury Report and provide the following responses:

Finding 1a

The Sheriff's Department Reverse 911@ system accesses all landlines in the county and in the three most recent county fire emergencies, the system reached 49% of affected households.

Response: The Board of Supervisors agrees with this finding.

Finding 1b

The Sheriff's Department established an English only on-line registration form for landlines, cellular telephones and internet access.

Response: The Board of Supervisors agrees with this finding.

Recommendation 1

The Sheriff's Department revise the entire on-line registration process to allow use in both English and Spanish.

Response: This recommendation is currently being implemented by the Sheriff's Department. The Sheriff's Department is actively working with Plant CML, the parent company of Reverse 911® to modify the "self registration portal" to include Spanish as well as English language during the registration process. Plant CML has assured us the Spanish language will be available in the next version of the "self registration portal." It is anticipated that this upgrade will be in place in Fall 2011.

Finding 2

The Sheriff's Department Reverse 911® system currently sends emergency messages in both English and Spanish only to those areas they believe have a high concentration of Spanish speakers.

Response: The Board of Supervisors agrees with this finding. During a particular emergency situation, the Sheriff's Department assesses whether the impacted area has a high concentration of Spanish speakers. If it is determined that the area likely does have a high concentration of Spanish speakers, then the emergency message is sent out in both English and Spanish. If it is determined that the area likely does not have a high concentration of Spanish speakers, then the emergency message is sent out in English only.

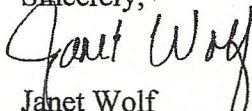
Recommendation 2

The Sheriff's Department implement a Reverse 911® emergency message system that alerts all residents of the county in both English and Spanish.

Response: This recommendation will be implemented by the Sheriff's Department. There is currently no ideal method of sending out a message in both English and Spanish available through the system. However, PlantCML has suggested the use of an existing feature for making English / Spanish emergency notifications through their system, which will be used the next time the system is activated. Reverse 911® has a survey feature that will allow the recipient to press 1 for a notification in English or 2 for a notification in Spanish. Separate messages may then be recorded for the corresponding language. The down side to use of this "survey" feature will be an increase in the message size, thereby increasing the amount of time that the emergency message will take to broadcast. It is the intention of the Sheriff's Department to activate this feature during any future usage of the system, until Plant CML enhances their product to include an easy to use English / Spanish interface, or it is determined that continued use of the "survey" causes a detriment to public safety.

Thank you once again for your report. If I can be of any further assistance, please contact my office at any time.

Sincerely,



Janet Wolf
Chair, Board of Supervisors