

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
BOARD ACTION SUMMARY**

DEPT: Sheriff

BOARD AGENDA:8.1
AGENDA DATE: January 28, 2025

SUBJECT:

Accept Sheriff's Plan to Outline Anticipated Impacts of the Sheriff's Proposed Alternative Dispatch System and Other Related Actions

BOARD ACTION AS FOLLOWS:

RESOLUTION NO. 2025-0051

On motion of Supervisor C. Condit Seconded by Supervisor Withrow
and approved by the following vote,
Ayes: Supervisors: Withrow, Grewal, C. and Condit
Noes: Supervisors: Chiesa and Chairman B. Condit
Excused or Absent: Supervisors: None
Abstaining: Supervisor: None

- 1) Approved as recommended
- 2) Denied
- 3) Approved as amended
- 4) Other:

MOTION: Amended the item to remove Staff Recommendation No. 1; and, approved Staff Recommendation No. 2 as follows: authorized the Sheriff to negotiate with the City of Ceres for a police dispatch services agreement to be brought back for Board approval consistent with the County's Purchasing Policy

ATTEST: Kelly Rodriguez
KELLY RODRIGUEZ, Assistant Clerk of the Board of Supervisors

File No.

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
AGENDA ITEM**

DEPT: Sheriff

BOARD AGENDA:8.1
AGENDA DATE: January 28, 2025

CONSENT

CEO CONCURRENCE: NO

4/5 Vote Required: No

SUBJECT:

Accept Sheriff's Plan to Outline Anticipated Impacts of the Sheriff's Proposed Alternative Dispatch System and Other Related Actions

STAFF RECOMMENDATION:

1. Accept the Sheriff's plan to establish an alternative dispatch system.
2. Authorize the Sheriff to negotiate with the City of Ceres for a police dispatch services agreement to be brought back for Board approval consistent with the County's Purchasing Policy.

DISCUSSION:

Since 2019 the Sheriff's Office has been researching and exploring new systems to replace Computer Aided Dispatch (CAD), Records Management System (RMS) and Jail Management System (JMS). Our current system, ICJIS, is outdated, expensive to maintain, and lacks many of the features available on some of the more modern systems. Our goals include:

- Implementation of the National Incident-Based Reporting System (NIBRS) and California Incident-Based Reporting System (CIBRS). We are currently out of compliance with state and federal standards.
- Adopting one completely integrated system that eliminates redundant and time-consuming data entry.
- Adopting one system that provides all case data from initial Call for Service (CFS) to final disposition.
- Implementation of one system that can fully integrate with any other data source/system with an open architecture to eliminate the need for "stand alone" systems and multiple logins.
- Employing a system that is both innovative and progressive and based on new, contemporary technologies, not outdated ones. Essentially, we want a Tesla, not a 2015 Ford F150.
- Applying a system produced by a reliable company with a track record of successful deployment and integration in a timely manner.

Based on hundreds of hours of work and analysis the Sheriff's Office agreed to a partnership with Oracle to help develop their new Public Safety Suite. On May 23, 2023, the County's Board of Supervisors approved a master agreement, containing general

terms and conditions for the legal relationship between the County and Oracle for a term through May 22, 2028, including CAD, RMS, and JMS. This agreement is valued at \$7.5 million dollars but will only cost the county \$1. This allows our constituents and our taxpayers to receive a cutting-edge product for a nominal fee.

On August 13, 2024, the Sheriff sent a memo to the Board of Supervisors stating his "expectation that we will no longer be part of the SR911 JPA for dispatch services." The Stanislaus County Sheriff's Office is a participating agency within the SR911 system. SR911 dispatches Sheriff's deputies to respond to calls in the county's unincorporated areas and the contracted cities of Patterson, Riverbank, Hughson, and Waterford. The memo highlights the reason for the Sheriff's Office leaving SR911 due to the Department's partnership with Oracle on developing a new Public Safety Suite, including a Computer Aided Dispatch (CAD), Records Management System (RMS), and Jail Management System (JMS). The Sheriff's Office deemed the software system SR911 approved for purchase and implementation in June 2024, CentralSquare, unsuitable for the Department's needs because it would require the Department to purchase separate RMS and JMS products.

Since the receipt of the memo, the Sheriff has communicated to the County's Board of Supervisors and Chief Executive Office that the Department is in discussions with the City of Ceres to provide dispatch services for the Sheriff's Office. The Sheriff communicated that a plan would be provided, with an expectation to be live on the Oracle product by approximately June 2025.

On December 10, 2024, the Board of Supervisors requested the Sheriff submit a comprehensive plan within 30 days to outline the anticipated impacts of the Sheriff's stated intent to establish alternative dispatch services through a Partnership with the City of Ceres.

Due to efficiencies and cost savings to the taxpayers of Stanislaus County, the Sheriff would like to finalize an agreement with the City of Ceres for dispatch services and continue moving forward with Oracle with the Public Safety Suite package.

POLICY ISSUE:

Under Government Code Section 53109, the Board of Supervisors has a statutory obligation to establish a 911 system that connects a person dialing 911 to an established public safety answering point (PSAP) that dispatches emergency responders.

FISCAL IMPACT:

There are no fiscal impact associated with this item. If approved, the City of Ceres and the Sheriff's Office will finalize an agreement and bring back to the Board of Supervisors at a later date.

BOARD OF SUPERVISORS' PRIORITY:

The recommended actions are consistent with the Board's priorities of *Supporting a Strong and Safe Community* and *Delivering Efficient Public Services* to improve ways emergency dispatch services are provided to the community through innovation and cost saving partnerships.

STAFFING IMPACT:

There are no staffing impacts associated with the recommended Board actions.

CONTACT PERSON:

Jeff Dirkse, Sheriff-Coroner

(209) 525-7216

The background image shows the exterior of a large, modern building, likely the Stanislaus County Sheriff's Office. In the foreground, several flagpoles stand in a row, each with a flag. The building has a prominent circular seal on its left side, which is partially visible and contains the text 'STANISLAUS COUNTY'. The sky is overcast and grey. The overall scene is presented in a dark, semi-transparent overlay.

SHERIFF'S OFFICE DISPATCH PLAN

JANUARY 28, 2025

HISTORY

TORI HUGHES
CAPTAIN

HISTORICAL ASSESSMENT

- Joint Power Agreement (JPA) Stanislaus County and City of Modesto
- Dispatchers are non-criminal justice law enforcement employees
- Participant signature page
- Roles and responsibilities
- Service level agreements
- No Technology Committee
- No withdrawal guidelines
- No cost sharing formula agreement
- Handling of records and confidentiality
- Consequences of these failures



Agency	Feedback on Central Square (CS)
Contra Costa SO	Seeking new system - CS Outdated
San Ramon PD	Seeking new system
Los Altos PD	Canceled with CS - moved to RIMS
Pittsburg PD	Seeking new system - CS Outdated
Stockton PD	Does not use entire CS Suite
Turlock PD	CS does not provide adequate customer service for implementation
UC Davis PD	Challenges with reporting and implementing NIBRS
Campbell PD	Canceled with CS - poor customer services - moved to Axon as design partner
San Joaquin SO	CS needs many updates and has poor customer service
Oakland PD	CS is an outdated system that doesn't support NIBRS - switched to Motorola
Santa Barbara SO	Unable to onboard CS in 3.5 years and major IT security issues – meeting with Oracle to discuss options
Orange County SO	CS bought out Visionair and during implementation it was realized that CS does not work well for large law enforcement agencies and issues presented were unable to be fixed
Chicago PD	Still trying to onboard CS system - started 5 years ago

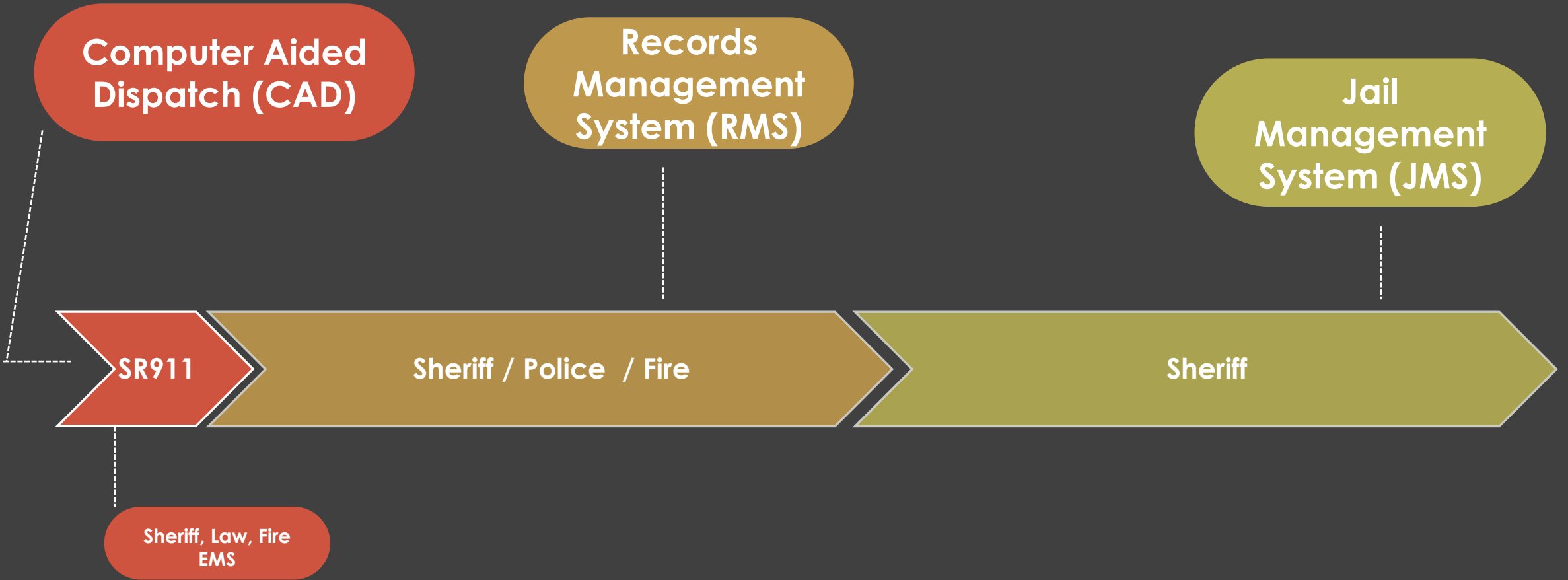
CENTRAL SQUARE FEEDBACK

PUBLIC SAFETY SUITE

BROCK CONDIT, LIEUTENANT

CERINA OTERO, RECORDS MANAGER

FRANK MARTINEZ, CAPTAIN



**Computer
Aided Dispatch
(CAD)**

SR911



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graph LR; A[SR911] --> B[ ]; B --> C[ ]
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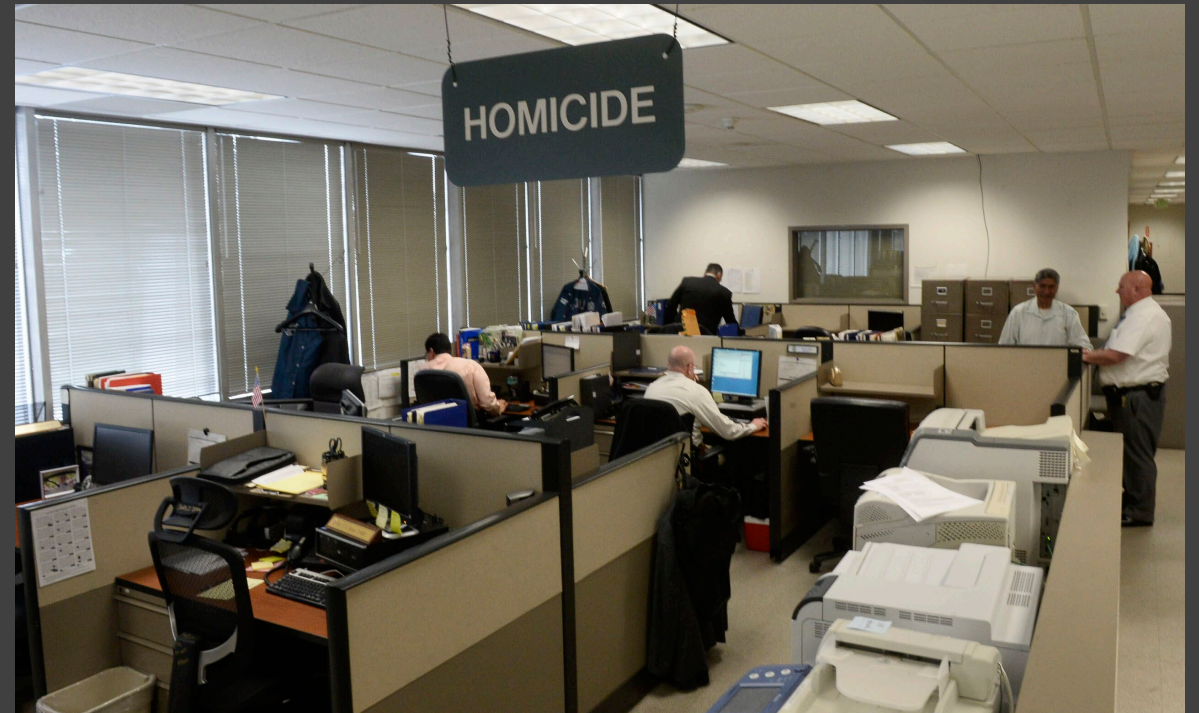
CAD

OVER 25 SOFTWARE SYSTEM PLATFORMS

Patrol Platforms



Investigative Platforms



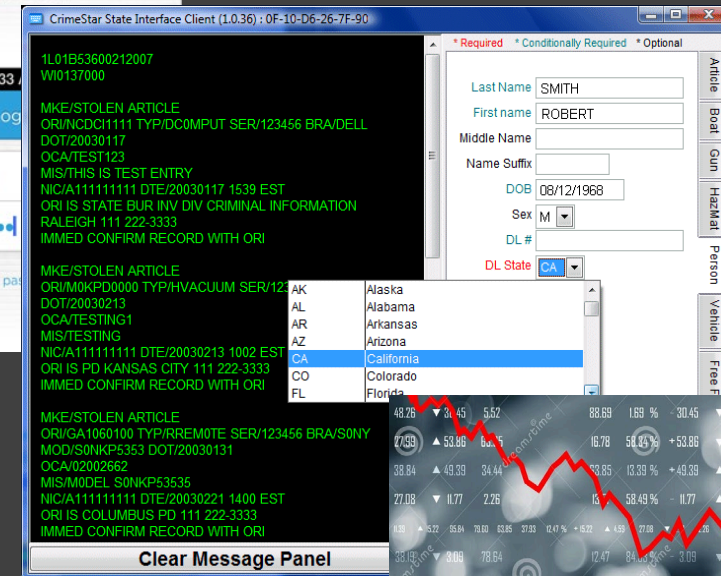
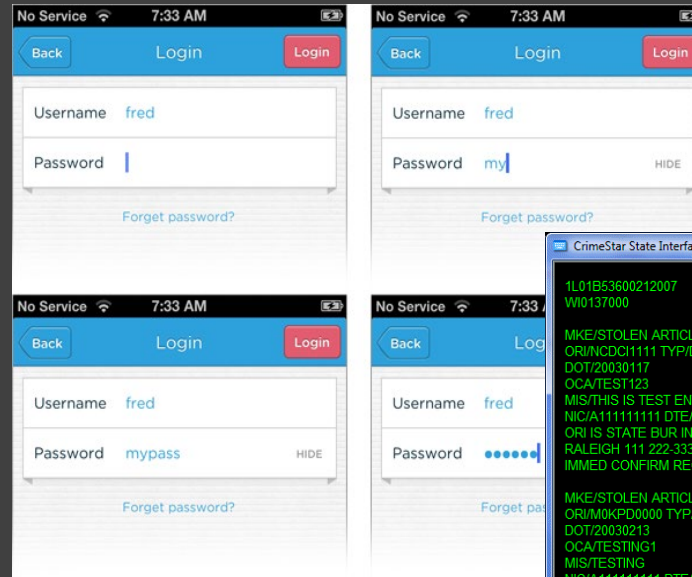
TIME AND EFFICIENCY

Multiple Platforms

Stale or Loss of Vital Information

Burnout/Morale

Decreased Results



CAD

"BETTER TOGETHER"

Information Sharing

- Camera Project
- FUSES
- Peregrine



Records
Management
System (RMS)

SR911

Sheriff / Police / Fire

Sheriff

RMS

RECORDS MANAGEMENT SYSTEM

Records management is vital to law enforcement and the safety of the community. The RMS is the solution for personnel to enter and retrieve data. This agency-wide system provides storage, retrieval, retention, and viewing of information and documents pertaining to law enforcement operations.

- Records Division- supports dispatch, patrol and the public 24/7
- Patrol- completes all reports, entries for crime stats and as an investigative tool
- Public records requests, claims and cases under litigation
- Generates reports for prosecution and case management
- Criminal records, Warrants and Restraining Orders
- Maintain record of entries into the California Law Enforcement Telecommunications System (CLETS) (SVS, MPS, WPS, RO's, etc.)
- Statistics





RMS

RECORDS MANAGEMENT SYSTEM

Crime Statistics and Various Required Reporting

- January 1, 2016-AB 71 Use Of Force reporting-Submitted to DOJ monthly- In Compliance

Out of Compliance

Release of California Incident Based Reporting System (CIBRS)

May 14, 2020

FBI UCR Program transitioned to National Incident Based Reporting System (NIBRS)

January 1, 2021

- April 1, 2023-AB 953 Racial and Identity Profiling Act (RIPA) Reporting- In Compliance



RMS

RECORDS MANAGEMENT SYSTEM

Integrated Criminal Justice Information System (ICJIS)
2003- Implementation of current ICJIS

- No longer supports or meets the needs of data management
- Lacks accessibility
- Interface Design is outdated
- Data validation constraints
 - *Entry and statistical reporting errors*
- Lacks case management tracking capabilities
- Slows down processes and inefficient
- Unable to go paperless

RMS

RECORDS MANAGEMENT SYSTEM

Disconnection between information modules

Must enter data and conduct investigations in 13 different modules

Administration & Operations Menu

A, N, S Registrant Search	Alarms	Alias Maintenance	Arson / Narc / Sex Registration
Bicycle Registration Entry	Bicycle Registration Search	CCW Permit Module	CCW Permit Search
CR1 Patrol Incident	CR1 Patrol Incident ID Unit	CR1 Patrol Incident Search	Calls For Service Search
Charge Master Entry	Charge Master Search	Citizen Rider	Citizen Rider Search
Coroner	Coroner Search	Court Maintenance	Crime Incident EDM
Crime Incident Followup Reorder	Crime Incident Prop Search	Crime Incident Report	Crime Incident Search
Crime Incident Vehicle Search	Field Interview Entry	Field Interview Search	Firearm Permit Registration
Firearm Registration Search	ID Correction	Juvenile Bookings	Legacy Crime Incident Search
Legacy Probation Search	Multi System Search	Officer Search	PIR Submission
PIR Submission Search	Party Search/Maintenance	Patrol Division 2B Report	Patrol Division 2B Search
Patrol Incident Report	Patrol Incident Report Search	Permit Module	Permit Search Module
Probable Cause List (Records)	Restraining Order Search	Restraining Orders	Traffic Collision Report
Traffic Collision Search	Trespass Module	Trespass Search Module	Use of Force OPS
Use of Force OPS Search	Warrant Recall Search	Warrants	Weapon History Search

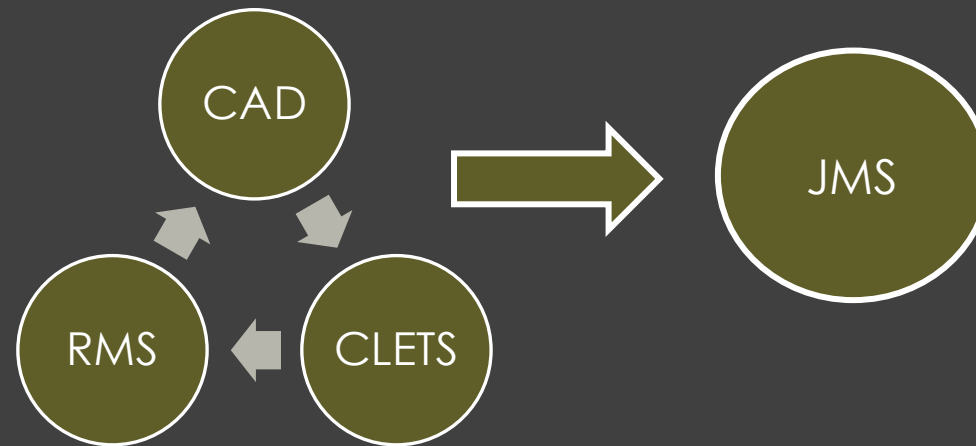


RMS

RECORDS MANAGEMENT SYSTEM

Interfaces

- Accuracy
- Efficiency
- Automation
- Immediate and reliable information
- Simplify record keeping and paperless
- Allow deputies more time patrolling and engaging with the community
- Improved collaboration



- An effective RMS allows for the data to be entered and accessed by multiple modules.
- By centralizing data and enabling seamless sharing between departments, RMS solutions promote better coordination and teamwork for deputies while improving public safety



RMS

RECORDS MANAGEMENT SYSTEM

Oracle Team

- Highly supportive
- Open to collaboration and receptive to new ideas
- Actively listens and incorporates feedback effectively
- Prompt responses
- Dedicated to guiding the agency
- Moving all parts of law enforcement into the future



Jail
Management
System (JMS)





JAIL MANAGEMENT SYSTEM

- A Jail Management System (JMS) is a computerized system that helps manage the operation of a jail
- Importance of a proper JMS
- Integrated Criminal Justice Information System (ICJIS)
- Current challenges with ICJIS
- Deltrawrx study

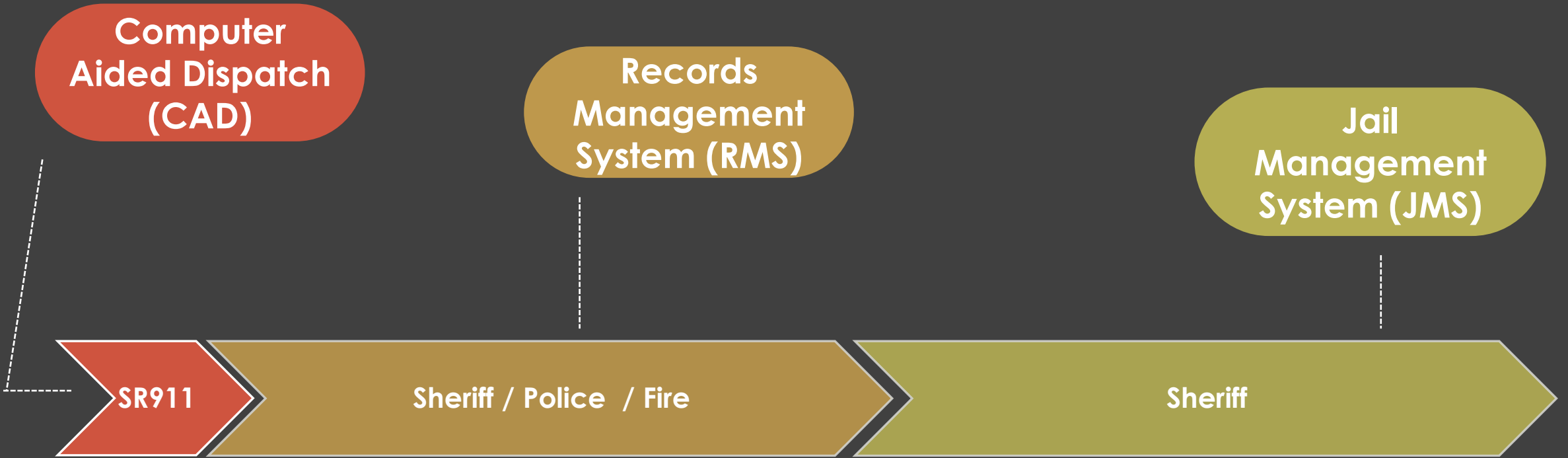
A decorative horizontal arrow graphic pointing to the right. The arrow is divided into two sections: a light purple section on the left and a light green section on the right. The letters 'JMS' are written in white, bold, sans-serif font in the center of the green section.

JMS

JAIL MANAGEMENT SYSTEM

- Challenges with identifying new vendor
- Benefits of Oracle Partnership
- Experience to date
- Improvements to efficiency
- Impact of not proceeding with Oracle
- Fiscal impact to the county





**Computer
Aided Dispatch
(CAD)**

**Records
Management
System (RMS)**

**Jail
Management
System (JMS)**

SR911

Sheriff / Police / Fire

Sheriff

ORACLE UPDATE

STEVE SEOANE, SENIOR VP & GM, LOCAL GOVERNMENT GBU
ORACLE

Oracle at a glance

2nd

Largest software company in the world

\$8.9B

FY24 R&D investment

80%

Customer-driven features

150,000+

Employees

~100%

Roadmap items delivered

14,000+

Cloud applications customers





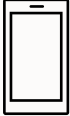





Oracle Public Sector Clients



EVERYTHING YOU NEED

The best of Oracle in a complete public safety suite

 Dispatch Command	 Incident Command	 Records	 Vehicle Data	 Mobile App	 Jail	 Wearable Computer	 Video Feeds
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Powered by the latest Oracle Technology

Oracle Cloud Infrastructure	APEX	Redwood	ECP
Identity Cloud Solution	Artificial Intelligence	Linux IoT	Spatial



Oracle Cloud and Public Safety Suite for a safer Stanislaus County

- Service & Engagement
- Safety & Insight
- Innovation & Collaboration
- Trust & Transparency

- **Consolidate Systems for Smarter Decisions**
 - Optimize operations with a unified platform to drive real-time decision-making and reporting.
- **Protect Vulnerable Data**
 - Oracle security means every piece of code is written, developed, and runs on a single platform.
- **Innovate through a Modern User Experience and AI**
 - Adopt new tools and technologies on an integrated platform without disrupting operations.
- **Build Trust and Improve Transparency**
 - Facilitate better communication within departments, and with first responders, partners, and the community.

CITY OF CERES AGREEMENT AND COSTING

BROOKE FREEMAN, CHIEF ADMINISTRATIVE OFFICER

BENEFITS OF
MOVING TO
CERES
POLICE
DEPARTMENT

Law Enforcement
Agency

Single Discipline

Vendor/customer vs.
Governance

	FY 2024 Budget ¹	FY 2025 Budget ²
Sheriff	1,908,491	1,980,327
Contract Cities	888,857	954,705
Riverbank	341,301	359,561
Patterson	361,286	363,686
Waterford	116,483	147,647
Hughson	69,787	83,811
Total	\$2,797,348	\$2,935,032

¹ Final Budget as approved by the CEDAC on June 21, 2023, with a 15% vacancy rate for dispatchers

² Final Budget as approved by the CEDAC on June 26, 2024, with a 10% vacancy rate

SR911 COSTS

ESTIMATED
CERES COSTS

ONGOING

NO
VACANCY
RATE

Classification	FTE's	Cost/FTE	Total Cost
Call Taker/Dispatcher I	8	\$112,654	901,233
Dispatcher II	10	\$140,266	1,402,662
Shift Leader (Senior)	2	\$149,732	299,464
Squad Supervisor	2	\$162,129	324,259
Communications Mgr.	0.5	\$175,632	87,816
Ongoing Staffing Costs			3,015,434
Ongoing Operational Costs			282,313
Total Ongoing Costs			\$3,297,747

ESTIMATED
CERES COSTS

ONGOING

10%
VACANCY
RATE

Classification	FTE's	Cost/FTE	Total Cost
Call Taker/Dispatcher I	8	\$112,654	901,233
Dispatcher II	10	\$140,266	1,402,662
Shift Leader (Senior)	2	\$149,732	299,464
Squad Supervisor	2	\$162,129	324,259
Communications Mgr.	0.5	\$175,632	87,816
Ongoing Staffing Costs			3,015,434
Vacancy Rate (10%)			(301,543)
Ongoing Operational Costs			282,313
Total Ongoing Costs			\$2,996,204

FY 2026 Estimate	SR911	Ceres PD	Difference
Sheriff	2,049,638	2,021,601	(28,037)
Contract Cities	988,120	974,603	(13,517)
Riverbank	372,146	367,055	(5,091)
Patterson	376,415	371,266	(5,149)
Waterford	152,815	150,725	(2,090)
Hughson	86,744	85,557	(1,187)
Total	\$3,037,758	\$2,996,204	(\$41,554)

DISPATCH COST COMPARISON

ONE-TIME COSTS

Estimated One Time Costs to upgrade Ceres PD
Dispatch Center = \$1,307,071

Estimated Sheriff portion = \$944,071

Unknown amount of CalOES contribution – estimated
at \$700k which would reduce Sheriff's portion

BENEFITS OF USING ORACLE PUBLIC SAFETY SUITE



ONE PROGRAM FOR
CAD, RMS, JMS



COSTS SAVINGS TO
TAXPAYERS



HELP DESIGN
PROGRAM

ORACLE COST SAVINGS YRS 1-5

	One Time	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Central Square CAD ¹	\$533,284	\$337,239	\$337,239	\$337,239	\$337,239	\$337,239	\$2,219,479
RMS Costs ²	\$522,867	\$352,600	\$352,600	\$352,600	\$352,600	\$352,600	\$2,285,867
JMS Costs ³	\$1,568,800	\$1,250	\$162,818	\$166,049	\$169,345	\$172,707	\$2,240,969
Estimated MDC Replacement	\$1,500,000	\$0	\$0	\$0	\$0	\$0	\$1,500,000
Total Non-Oracle Product Costs	\$4,124,951	\$691,089	\$852,657	\$855,888	\$859,184	\$862,546	\$8,246,315
Oracle Public Safety Suite	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Estimated Cost Savings (Oracle less Non-Oracle)	(\$4,124,951)	(\$691,089)	(\$852,657)	(\$855,888)	(\$859,184)	(\$862,546)	(\$8,246,315)
¹ Costs from SR911 CAD Summary by Agency Sheet presented in CEDAC Agenda Item for CAD Procurement on 06/26/24							
² San Joaquin County RMS costs from agenda item taken to County Board of Supervisors on 12/12/23 - SJSO has 892 FTEs							
³ Placer County SO JMS costs from agenda item to County Board of Supervisors on 08/29/23 - PCSO has 605 FTEs							

[SR911 BAI](#)

[SJSO BAI](#)

[PCSO BAI](#)

ORACLE COST SAVINGS YRS 6-10

	One Time	Year 6	Year 7	Year 8	Year 9	Year 10	Total
Central Square CAD ¹	\$0	\$354,101	\$354,101	\$354,101	\$354,101	\$354,101	\$1,770,505
RMS Costs ¹	\$0	\$370,230	\$370,230	\$370,230	\$370,230	\$370,230	\$1,851,150
JMS Costs ²	\$0	\$176,144	\$179,667	\$183,260	\$186,925	\$190,664	\$916,660
Estimated MDC Replacement ¹	\$1,552,500	\$0	\$0	\$0	\$0	\$0	\$1,552,500
Total Non-Oracle Product Costs	\$1,552,500	\$900,475	\$903,998	\$907,591	\$911,256	\$914,995	\$6,090,815
Oracle Public Safety Suite ³	\$0	\$539,772	\$539,772	\$539,772	\$566,761	\$566,761	\$2,752,838
Estimated Cost Savings (Oracle less Non-Oracle)	(\$1,552,500)	(\$360,703)	(\$364,226)	(\$367,819)	(\$344,495)	(\$348,234)	(\$3,337,977)
¹ 5% escalator to previous costing							
² 1.99% escalator as in original contract costing from Placer County							
³ Escalated in year 4 by 5% based on 3-year quote							

The background of the image consists of multiple stacks of US dollar bills, likely \$100 bills, arranged in a grid-like pattern. The bills are slightly out of focus, creating a sense of depth and abundance. The overall color palette is muted, with the green and tan of the bills appearing in a darker, desaturated tone.

**\$11.6 MILLION
IN SAVINGS**

CLOSING COMMENTS

JEFF DIRKSE

SHERIFF-CORONER

THEMES

- Can't repeat history – latest shake up hasn't fixed anything, just moved the shells
- Oracle aside. We did not do a valid selection for a new CAD. To date we don't know all of the impact on our systems and their costs.
 - Feedback on CentralSquare has been bad.
- Our technology is years behind and requires too many entries and touch points. Reduces response time and increases error rate.
- You've asked me for a comprehensive plan. To date we don't have one for SR911/CST.
- MPD is looking to go live with CentralSquare by Sept 15
 - ICJIS will need to be replaced before then
 - There is no way we will be ready by September
- It is unknown what CentralSquare will connect with.
 - Will it even connect with our legacy system
- Efficiency



ISSUES

- Radio Infrastructure: September crash
- Former SR911 System Engineer II employee requested updated radio infrastructure from 8 different directors.
- Consolidated PSAP App/Cal OES conversation
- MPD is actively looking for radio encryption
 - Once encrypted there will be no communication between CAD's even under the same roof.

CALL TRANSFERS – CERES PD

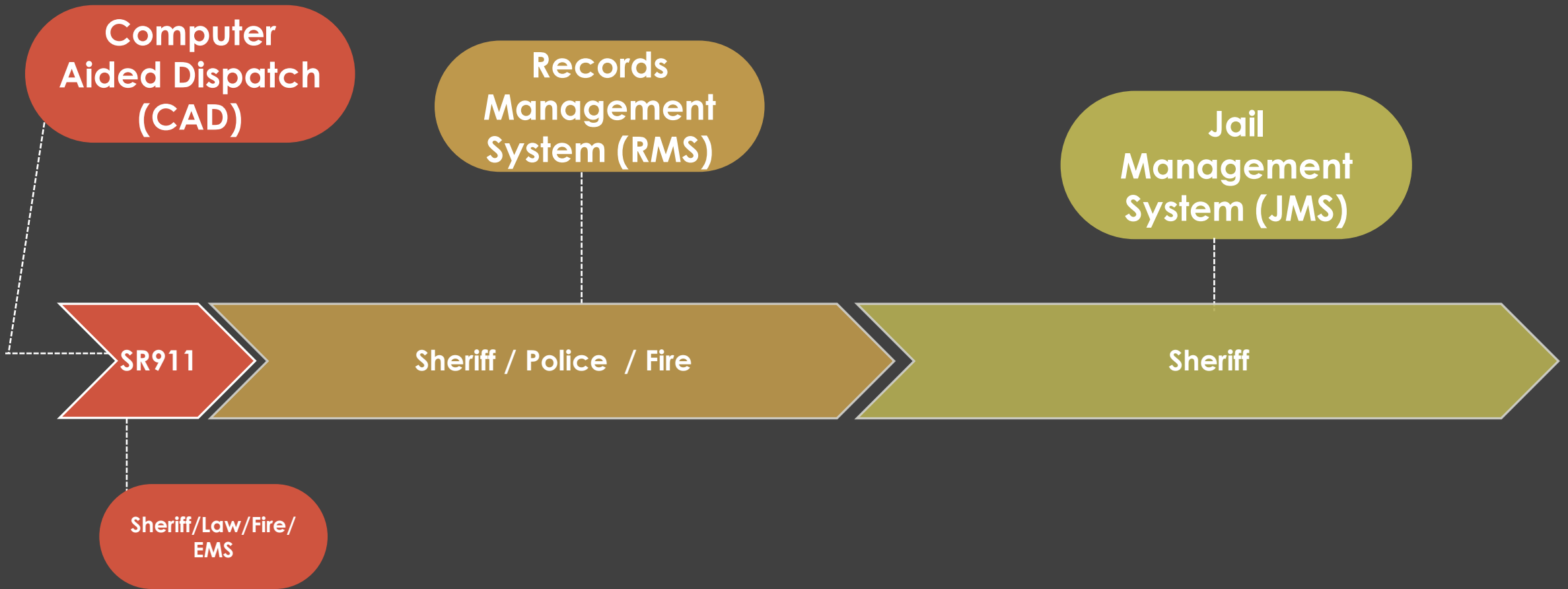
Month	Sum of Transfer Time (secs)	Total Calls Received	Average Transfer Time Per Call (secs)
Oct-24	3,278	580	5.65
Nov-24	2,869	550	5.22
Dec-24	2,369	431	5.50

Average of 5.46 seconds for all calls

Law related calls that include medical, etc. Fire and EMS stage until law has cleared the scene, so a delay isn't as relevant as portrayed

MONEY\$\$\$

- We are trying to keep the lights on
- Expense and degraded system
- If money is not an issue, then pay deputies currently in contract negotiations



Oracle



STAFF RECOMMENDATIONS

Accept the Sheriff's plan to establish an alternate dispatch system.



Authorize the Sheriff to negotiate with the City of Ceres for a police dispatch services agreement to be brought back for Board approval consistent with the County's Purchasing Policy.



QUESTIONS?