

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

DEPT: Sheriff's Department

BOARD AGENDA # \*B-1

Urgent

Routine

AGENDA DATE October 20, 2009

CEO Concurs with Recommendation YES  NO

4/5 Vote Required YES  NO

(Information Attached)

SUBJECT:

Approval to Revise the Sheriff's Department Central Area Command Office Hours Open to the Public

STAFF RECOMMENDATIONS:

Approve a revision to the Sheriff's Department Central Area Command office, hours open to the public from 24 hours, 7 days a week to Monday through Friday from 8:00 A.M. to 5:00 P.M. with emergency phone access available 24-hours a day.

FISCAL IMPACT:

There is no fiscal impact associated with this item; however, a benefit will be realized in enhanced service delivery.

BOARD ACTION AS FOLLOWS:

No. 2009-691

On motion of Supervisor Monteith, Seconded by Supervisor O'Brien  
and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Grover, Monteith, and Chairman DeMartini

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) \_\_\_\_\_ Denied

3) \_\_\_\_\_ Approved as amended

4) \_\_\_\_\_ Other:

MOTION:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

## Approval to Revise the Sheriff's Department Central Area Command Office Hours Open to the Public

### **DISCUSSION:**

The Sheriff's Department Central Area Command has historically been a 24-hour, 7 day a week operation, providing the public with the opportunity to walk in and conduct business regardless of the time of day. Over the course of the last eight (8) months staff has conducted three separate audits of walk-in customers.

*Graveyard Audit-* From February through May of this year, staff conducted a four-month, daily audit of walk-in customers between the hours of 9 p.m. and 7 a.m. Not counting visits from allied agencies and citizens looking for the Public Safety Center, the Central Area Command office provided service to seven (7) walk-in customers during the four-month audit.

*Weekend Audit-* From March through August of this year, staff conducted a six-month audit of walk-in customers on Saturdays and Sundays. During the course of the audit, staff provided service to eighteen (18) walk-in customers during the six-month period.

*Evening Audit-* Beginning in July of this year staff conducted a six-week, daily audit of walk-in customers between the hours of 6 p.m. and 9 p.m. During the course of the audit, staff provided service to twelve (12) walk-in customers during the six-week period.

A trial closure between the hours of 9 p.m. and 7 p.m. was implemented in June of this year allowing staff to be reallocated to field duties during periods of increased demand for service. To date, there have been no complaints regarding the reduced hours. Outside signage was enhanced to assist customers in locating the Public Safety Center, as well as the installation of an Emergency Phone which rings directly into the Stanislaus Regional 911 Center. Allied agency personnel are allowed access to the building 24-hours a day.

The Central Area Command is currently open to the public Sunday through Saturday, 7:00 a.m. through 9:00 p.m. Staff who usually serve our walk-in customers are assigned to the Public Safety Officer (PSO) desk and Records Department. The classification in this unit is primarily Community Service Officer, with assistance from Legal Clerks. This change in hours will allow one Community Service Officer to be reallocated to the field each day, with a second Community Service Officer every Wednesday. The Community Service Officers will respond to non-injury traffic accidents, general property crimes without suspects, traffic control, lost/found property calls, abandoned vehicles, malicious mischief reports, and other non-hazardous service requests. Reallocation of Community Service Officers from the PSO desk to the field enhances the Sheriff Department's ability to respond to non-emergency calls, thus increasing response time, while allowing sworn personnel (deputies) to remain available for priority emergency calls for service.

While the Sheriff's Department is requesting that the doors be closed to the public at 5:00 p.m., Monday through Friday as well as all day Saturday and Sunday, emergency phone access is available.

## Approval to Revise the Sheriff's Department Central Area Command Office Hours Open to the Public

### **DISCUSSION (CONTINUED):**

The building currently has an emergency phone placed outside the main lobby doors for customers to call into the Stanislaus Regional 911 Center. The Stanislaus Regional 911 Center has the ability to dispatch a deputy to respond to the Central Area Command office to provide assistance. The call can also be transferred into the Records Department where staff can be of assistance and can make an appointment for the next business day, if desired. Customers will be referred to the appropriate unit if the Records Department cannot assist them. This phone service is available during all hours. Calls to the Sheriff's Department Central Area Command switchboard will continue to be answered twenty-four (24) hours a day.

### **POLICY ISSUES:**

This action will meet the Board's priorities of Efficient delivery of services through the reallocation of staff to other areas during periods of increased demand for service.

### **STAFFING IMPACT:**

There are no impacts to the Department's staffing allocations; however, the reallocation of staff (Community Service Officers) allows for a more efficient delivery of service.