

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

DEPT: Chief Executive Office

BOARD AGENDA: 8.1
AGENDA DATE: August 19, 2025

SUBJECT:

Acceptance of an Update on the Status of the Stanislaus Regional 9-1-1 Computer-Aided Dispatch System Implementation Project

BOARD ACTION AS FOLLOWS:

RESOLUTION NO. 2025-0431

On motion of Supervisor Withrow Seconded by Supervisor Chiesa
and approved by the following vote,

Ayes: Supervisors: Chiesa, Withrow, Grewal, C. Condit, and Chairman B. Condit

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:



ATTEST: NOEMI LEON, Interim Clerk of the Board of Supervisors

File No.

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

DEPT: Chief Executive Office

BOARD AGENDA:8.1
AGENDA DATE: August 19, 2025

CONSENT ☐

CEO CONCURRENCE: YES

4/5 Vote Required: No

SUBJECT:

Acceptance of an Update on the Status of the Stanislaus Regional 9-1-1 Computer-Aided Dispatch System Implementation Project

STAFF RECOMMENDATION:

1. Accept an update on the status of the Stanislaus Regional 9-1-1 (SR911) computer-aided dispatch (CAD) system implementation project.

DISCUSSION:

Background on Dispatch in Stanislaus County

Stanislaus Regional 911 (SR911) is a public safety organization that provides comprehensive 24/7 emergency dispatch services in Stanislaus County (County). Formed in 1999 through a Joint Powers Agreement (JPA) between the City of Modesto (Modesto) and the County of Stanislaus, SR911 is governed by a four-member Consolidated Emergency Dispatch Agency Commission (Commission) with representatives from both entities. Supervisors Grewal and B. Condit are the appointed members representing the County on the Commission. Using a centralized dispatch model, SR911 efficiently coordinates emergency responses for 24 county law enforcement and fire agencies, including cities that contract for law enforcement services with the Sheriff's Office. While the JPA was formed in 1999, the County and Modesto have jointly contracted for dispatch services since June 1978. This is a longstanding partnership dedicated to ensuring optimum essential emergency services support for the County. The current agreement with Modesto expires on December 31, 2025.

Background on Sheriff's Alternative Dispatch Plan

On August 13, 2024, Sheriff Jeff Dirkse sent the attached memo to the Board of Supervisors stating his "expectation that [his department] 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 is due to the Department's partnership with Oracle to develop a new Public Safety Suite, including a computer-aided dispatch (CAD) system, records management system (RMS), and jail management system (JMS).

After sending the memo, the Sheriff communicated to the County's Board of Supervisors and Chief Executive Office (CEO) that the Sheriff was in discussions with the City of Ceres to provide dispatch services for the Sheriff's Office.

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. Additionally, the authority required to enter into a contract with the City of Ceres to provide dispatch services for the Sheriff resides with the Board of Supervisors. To make an informed policy decision regarding how dispatch calls are processed within the County, the Board of Supervisors wanted to understand the Sheriff's proposed plans for dispatch operations. While the Sheriff had stated his intention to exit the SR911 JPA for dispatch services and secure these services through the City of Ceres, a formal plan outlining how this will be accomplished had not been released.

At the December 10, 2024, meeting (Board Resolution 2024-0700), the Board of Supervisors requested the Sheriff to submit a comprehensive plan by January 28, 2025, to outline the anticipated impacts of the Sheriff's stated intent to establish alternative dispatch services through the City of Ceres. The plan was expected to detail the complete one-time start-up and ongoing operations costs to implement the Sheriff's vision. Recognizing the Sheriff's development agreements with Oracle, the plan was expected to clarify the short-term costs while under the agreement and the long-term costs once the agreement expires. The Board of Supervisors requested that the plan include specific funding sources expected to support all costs, including the share of costs attributed to Patterson, Riverbank, Waterford, and Hughson for contracted Sheriff services. In addition to financial considerations, it was requested that the plan clarify the full impact on the community, including any impacts related to transferring fire and emergency medical services calls and the transition process to the new model.

On January 28, 2025, the Sheriff presented the Department's assessment of the JPA and CentralSquare computer-aided dispatch system, information regarding the benefits of the Oracle Public Safety system, and the Department's cost analysis of the proposed alternative dispatch center (Board Resolution 2025-0051). Commentary during the meeting identified missing components or inaccuracies in some of the information presented. The Board of Supervisors 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. The Board further expressed interest in the Sheriff returning with a refined analysis of the cost impacts of the proposed dispatch center.

On February 4, 2025, the Board of Supervisors accepted an update on emergency dispatch call processing in Stanislaus County and SR911's CAD system project (Board Resolution 2025-0074). Board Members expressed concerns about the timing of the various initiatives and requested that the Sheriff's Office return at a subsequent Board meeting with final proposals for an alternative dispatch system.

CentralSquare CAD Licensing

The current Dispatch Now CAD software, being replaced by SR911, is two major software versions behind, and there is no option to update it. The technology is antiquated, and the potential for system failure exists. For these reasons, the Commission selected and approved the procurement of the CentralSquare CAD system

on April 24, 2024, and June 26, 2024. The Commission authorized staff to work with Modesto to access Modesto's grant funds earmarked for a CAD system to procure the new system. Accessing Modesto's process lowered the implementation costs for all participating agencies, including the County. The new CAD system's one-time start-up costs were estimated at \$1.7 million in the staff report provided to the Commission on June 26, 2024.

To ensure the continuity of dispatch services, the Board of Supervisors authorized the General Services Agency (GSA) Director/Purchasing Agent to execute an Access Agreement (Agreement) with CentralSquare and the City of Modesto on March 11, 2025 (Board Resolution 2025-0121). The Agreement permitted the County to access and use the terms of the City's agreement with CentralSquare to procure licenses using the discount and terms negotiated by the City. The agreement also permitted the licenses to access the CAD system SR911 is implementing. Additionally, the Access Agreement separates the relationship of access to the CAD system and the continuity of the JPA, which would provide the County with access to Modesto's CAD system should the JPA dissolve.

While the current CAD system provides unlimited licenses to access the system, the new CAD system requires each agency to purchase separate licenses to connect with the CAD system. On March 11, 2025, the Board of Supervisors authorized the GSA Director/Purchasing Agent to procure the CentralSquare CAD licenses required to allow Probation, Sheriff, the Office of Emergency Services/Fire Warden (OES/FW), and local fire agency staff to connect with the CentralSquare CAD system that SR911 is implementing, and consistent with Board-approved service levels.

Terms included in the City's agreement allow the County to terminate for convenience upon 30 days' notice. If the notice is provided within an existing term, there will be no refund of fees already paid.

Letters to the Sheriff

Some of the public meetings regarding current and proposed dispatch services leading up to the March 11, 2025, meeting had generated incomplete and/or inaccurate information. The lack of clarity created growing uncertainty among partner agencies that depend on dispatch operations, as well as among the workforce responsible for delivering 911 services to the community. To address these concerns, the Board of Supervisors approved sending the attached letter to the Sheriff to establish clear expectations and a structured framework to ensure complete and accurate information is included should the Sheriff pursue future proposals for alternative dispatch services.

During the March 11, 2025, meeting, the Board expressed support for pursuing a CAD-to-CAD option that would enable the Sheriff's Office to utilize Oracle software in tandem with CentralSquare through SR911. As a follow-up to the March meeting, the Chief Executive Officer sent the attached letter on May 2, 2025, after having several discussions with the Sheriff regarding options and alternatives that would support the Sheriff's pursuit of the Oracle system alongside the previously approved CentralSquare system. The letter provides an update and outline of a two-phased proposed path for the continuation of the Oracle project, as well as confirming the immediate steps necessary to ensure the continuity of existing dispatch services for the Sheriff's Office. Below is a direct quote from the letter acknowledging the approval of the CentralSquare CAD system, the anticipated September 2025 implementation target date, and the need

for the Sheriff's Office to immediately start participating in the CAD implementation project.

As you know, the CentralSquare CAD system was approved by CEDAC on April 24, 2024, and is progressing toward an implementation target of September 2025. To support the phased approach for Oracle implementation, it is essential that you engage promptly with SR911 leadership and the CentralSquare project team to coordinate your department's input for configuration and implementation. Your participation is critical to avoiding disruptions to CAD services for the Sheriff's Department. Without your support, the project team will be unable to complete all required tasks, and manual processing of Sheriff dispatch activities may become necessary-something we are all working to avoid.

Subsequent Commission Meetings

On July 29, 2025, the Commission met to receive an update on the CAD implementation project. A significant point of discussion was the status of the Sheriff's Office's participation in the CAD implementation. It was reported that the Sheriff's Office has not engaged in the implementation process and remains the sole agency not yet configured within the new system. Consequently, disruptions to the dispatching of Sheriff deputies are anticipated following the planned go-live date of September 2025.

The County CEO provided information from the May 2, 2025, letter to Sheriff Dirkse regarding the two-phase approach referenced in the letter relative to the process for Oracle implementation. It was also shared that the Sheriff's Office was advised to engage promptly with SR911 leadership and the CentralSquare project team to coordinate the Department's input for configuration and implementation.

Concerns were also raised regarding potential issues with accessing the California Law Enforcement Telecommunications System (CLETS) through the new CAD system. SR911, Sheriff's Office, and Modesto Police Department (MPD) staff are actively collaborating to resolve these issues.

The Commission expressed its interest in ensuring the CAD implementation project would not be delayed, given limited information on options to address the Sheriff's situation. Furthermore, Commissioners expressed an interest in better understanding the Sheriff's CAD-to-CAD proposal, including a thorough impact analysis, and the need to have a conversation to decide if the Commission agrees with moving forward with a CAD-to-CAD project. Recognizing that the Sheriff's Office is not currently configured and may not complete configuration by the planned go-live date, the Commission requested that staff return in 7-10 days to provide options on how to address the Sheriff's situation in a manner that would not delay the start date.

The Commission convened a special meeting on August 7, 2025, as a follow-up to the July 29 meeting, to receive an update on the CAD project as requested. SR911 staff shared that all parties, including Sheriff, MPD, SR911, CentralSquare, and Oracle, met several times since the July 29 Commission meeting and identified four potential options to address the pending disruption in dispatch services for the Sheriff. One option was not technically possible and was therefore eliminated. Another option was dismissed by Oracle, leaving two options discussed by the staff.

Staff presented an option that would provide a one-way transmission of limited information to Sheriff vehicles. The SR911 Director spent most of the presentation

describing the numerous safety issues related to this option, including a significant reduction in the information transmitted to deputies to support law enforcement operations and no ability to track the location of deputy vehicles.

The remaining option was for the Sheriff's Office to reverse course and do the work necessary to join the CentralSquare CAD implementation project.

The Sheriff's Office staff stated the department's continued unwillingness to use CentralSquare. Sheriff staff cited objections regarding the unfair treatment of the Sheriff's Office during the CAD project and the inferiority of the CentralSquare product.

Modesto Police Department Chief Gillispie expressed disagreement with many of the talking points from Sheriff staff and reiterated the need to move forward with the CAD project as approved by the Commission without delay.

Upon further questioning from the Commission, the Sheriff's Office staff explicitly stated they will "go to pen and paper" when the CAD system upgrade occurs in September. The Department staff were asked hypothetically if the department would change direction and cooperate with the CentralSquare CAD system project if the CAD implementation was delayed to allow more time for the Sheriff to join that platform. The Department staff stated they would not join CentralSquare even with a delay to the implementation. The Department staff also stated, "Going to pen and paper would not impact the safety of the public," and provided several talking points on this issue. Additionally, the Department staff committed that the Sheriff's Office will communicate to the public that there is no impact on public safety for them to operate without a CAD system.

Commission members expressed their support for the CAD project to continue without delay.

POLICY ISSUE:

Staff are providing an update on the SR911 CAD system implementation project.

FISCAL IMPACT:

Existing staff supporting SR911 prepared this report. There is no additional fiscal impact associated with the recommendations contained in this report.

BOARD OF SUPERVISORS' PRIORITY:

The recommended actions are consistent with the Board's priority of *Supporting a Strong and Safe Community* and *Delivering Efficient Public Services* by continually working towards improvement in the way emergency dispatch services are provided to the community.

STAFFING IMPACT:

Existing staff supporting SR911 prepared this report. There are no additional staffing impacts associated with the recommendations included in this report.

CONTACT PERSON:

Jody Hayes, Chief Executive Officer

(209) 525-6333

ATTACHMENT(S):

1. Sheriff Memo August 2024
2. Board Letter to Sheriff Dated March 11, 2025
3. CEO Letter to Sheriff Dirkse May 2025



Stanislaus County Sheriff's Office

JEFF DIRKSE
SHERIFF-CORONER

To: Stanislaus County Board of Supervisors
Stanislaus County CEO's Office
Stanislaus Regional 911

From: Sheriff Jeff Dirkse

Subject: Sheriff's Office Dispatch Services

Date: August 13, 2024

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.
- One completely integrated system that eliminates redundant and time-consuming data entry.
- One system that provides all case data from initial Call for Service (CFS) to final disposition.
- A 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.
- A system that is innovative and progressive and based on new, contemporary technologies, not old ones. Essentially, we want a Tesla, not a 2015 Ford F150.
- 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 but will only cost the county \$1. This allows our constituents and our taxpayers to receive a cutting-edge product for free.

Subsequently, On April 24, 2024, the Consolidated Emergency Dispatch Agency Commission (CEDAC) approved moving forward with selecting Central Square as the CAD solution for Stanislaus Regional 911. On June 26, 2024, the CEDAC approved the City of Modesto to procure Central Square for Stanislaus Regional 911 and partnering agencies. This makes the City of Modesto the owners of the CAD system and SR911 and the partnering agencies would have to contract separately with Central Square for licensing, etc.

The Board's approved agreement with Oracle and the SR911 JPA's agreement to move to Central Square are a direct juxtaposition. They cannot both occur simultaneously.

Additionally, the Central Square product was not selected through a legitimate RFP (or similar) process. Of all the products evaluated by the Sheriff's Office, Central Square was deemed unsuitable for our needs and would require the purchase of separate and disparate RMS and JMS products. Integration of multiple products presents its own challenges as well as a significant expense for software and hardware to the County.

Based on these factors the Sheriff's Office is exploring partnerships with other Public Safety Answering Points (PSAP) within the county. These initial conversations have been very promising, and we expect to have a roadmap forward in the near future. The exact timeline is still being discussed but we would expect to be live on the Oracle product within the next 10 months.

This plan is still in the conceptual phase so communications with potential partners are ongoing. Additional updates and a potential notice of intent to terminate services with Stanislaus Regional 911 may be provided as the plan becomes more formalized. At this point it is my expectation that we will no longer be part of the SR911 JPA for dispatch services.

If you have any questions or would like to discuss further, please contact me directly.



BOARD OF SUPERVISORS

Buck Condit, District 1
Vito Chiesa, District 2
Terry Withrow, District 3
Mani Grewal, District 4
Chance A. Condit, District 5

March 11, 2025

Sheriff Jeff Dirkse
Stanislaus County Sheriff's Office
250 E. Hackett Road
Modesto, CA 95348

Sheriff Dirkse:

This letter serves as a follow-up to the Board of Supervisors meetings held on December 10, 2024, and January 28, 2025. During these meetings, the Board reviewed and discussed your expressed interest in establishing an alternative dispatch system for the Stanislaus County Sheriff's Department, separate from Stanislaus Regional 911 (SR 911). The purpose of this correspondence is to clarify the necessary steps and elements to achieve potential Board support for a viable alternative dispatch system, should you choose to pursue this concept further, and to confirm immediate actions necessary to ensure ongoing dispatch operations.

On August 13, 2024, you initially communicated your intent to establish an alternative dispatch system in a memo to the Board. However, this memo and subsequent discussions did not provide a concrete plan needed for evaluating the fiscal and operational impacts of separating from SR 911. In the absence of a detailed proposal, the Board scheduled a public discussion on December 10, 2024, where the Board requested that you develop a comprehensive plan that would include:

- A total cost analysis (short-term and long-term)
- Expected funding sources, including impacts on contract cities
- Service implications for transferring fire and emergency medical services calls
- A transition plan for implementing the new model

During the meeting, you welcomed this request and agreed to present a comprehensive plan on January 28, 2025.

However, ahead of the January 28, 2025, Board meeting, your department did not submit a formal plan. Instead, the Board received a slide presentation delivered during the meeting without prior review by Board Members, stakeholders, or the public. This delivery was inconsistent with the normal process, which includes ensuring all information necessary for a complete understanding of the issue is available in advance of the Board meeting. The content of your presentation did not fully address the required elements of a comprehensive plan and,

in some instances, contained incomplete or inaccurate information. The Board's only action on January 28, 2025, was to authorize you to negotiate a police dispatch services agreement with the City of Ceres and for your department to bring that proposal to the Board for consideration in accordance with the County's Purchasing Policy.

On February 4, 2025, at the Board's request, SR 911 staff provided an update on dispatch call processing and the ongoing project to upgrade the existing Computer-Aided Dispatch (CAD) system. As you know, the current CAD system requires replacement, and SR 911 is actively working toward an upgraded system, with implementation planned for September 2025. Following this update, Board Members expressed concerns about the timing of these various initiatives and requested that the Sheriff's Department return at a subsequent Board meeting with any final proposals for an alternative dispatch system. To date, the Sheriff's Department has not provided the requested information necessary for the Board to consider the plan, and it has come to our attention that substantial differences remain between the Sheriff's Office and the City of Ceres in order to form a negotiated agreement.

Given the absence of a viable alternative dispatch plan, and the imminent installation of the Central Square CAD system, the Board must take action to secure software licenses necessary to maintain dispatch services. As a result, mobile licenses are needed to ensure all safety departments, including the Sheriff, have connectivity to the software selected and approved by SR 911. As you know, Consolidated Emergency Dispatch Agency Commission (CEDAC), the governing body for SR 911, selected and approved the procurement of the Central Square CAD system on April 24, 2024, and June 26, 2024. While you have expressed a preference for developing an alternative system with Oracle, the Board must now proceed with purchasing licenses for the previously approved Central Square CAD system to ensure continuity of dispatch services for all essential public safety departments.

Throughout multiple public meetings, the Board has received inconsistent and incomplete information regarding current and proposed dispatch services. Public meetings intended to bring clarity to this important issue have instead generated growing uncertainty regarding the future direction of the 911 delivery system. Subject matter experts need to be included in any future analysis to ensure we have accurate information to support fully informed decision-making. Additionally, the Board has received correspondence from the City of Patterson providing input on potential solutions and the City of Riverbank has expressed interest in being included in these important decisions.

Moving forward, consideration of any future proposal for an alternative dispatch system must first include the following key elements:

Response Time Analysis: The Board will not support any initiative that degrades response times for law enforcement, fire, and/or emergency medical services (EMS). Subject matter experts and stakeholders need to be included in any response time analysis, specifically:

- Stanislaus County Fire Warden/Director of Emergency Services
- Executive Director of Stanislaus Regional 911

- Fire Chiefs of jurisdictions served by the Sheriff
- Representatives from contract cities (Riverbank, Patterson, Waterford, and Hughson) and any city proposed for a dispatch contract
- EMS providers (American Medical Response, etc.)

Fiscal Analysis: Given the complexity of forecasting future costs for a newly designed alternative system, a thorough and accurate fiscal analysis must involve:

- Stanislaus County Chief Executive Office
- Stanislaus County Auditor-Controller
- Executive Director of Stanislaus Regional 911
- Representatives from contract cities (Riverbank, Patterson, Waterford, and Hughson) and any city proposed for a dispatch contract

Contract Development & Review: As required for all agreements presented to the Board of Supervisors, contract development and review must include:

- County Counsel
- County Purchasing Agent

During the January 28, 2025, Board meeting, you reiterated your commitment to developing the Oracle public safety system, including Computer-Aided Dispatch (CAD), Jail Management System (JMS), and Records Management System (RMS). While the Board acknowledges your intent to integrate all Sheriff operations into a single system, a comprehensive plan remains necessary to achieve this objective. The Board encourages you to advance the development of the JMS and RMS components and seek approval for their implementation when ready. Given Oracle's system configurability, we recommend leveraging this flexibility to align with immediate needs while continuing to explore long-term dispatch solutions in accordance with the requirements outlined in this letter.

In conclusion, the Board of Supervisors is committed to working collaboratively with the Sheriff's Office and our community partners to maintain a robust public safety system that supports law enforcement, fire, and EMS. We recognize the vital role of technology in delivering critical public safety services and encourage continued exploration, collaboration, and strategic planning to ensure the best outcomes for the residents of Stanislaus County.

Sincerely,



Supervisor Buck Condit, Chairman
Stanislaus County Board of Supervisors
District 1



CHIEF EXECUTIVE OFFICE

Jody L. Hayes
CHIEF EXECUTIVE OFFICER

Patrice M. Dietrich
ASSISTANT EXECUTIVE OFFICER/
CHIEF OPERATIONS OFFICER

Tina M. Rocha
ASSISTANT EXECUTIVE OFFICER

May 2, 2025

Sheriff Jeff Dirkse
Stanislaus County Sheriff's Office
250 E. Hackett Road
Modesto, CA 95348

Dear Sheriff Dirkse:

This letter serves as a follow-up to the Board of Supervisors' meeting held on March 11, 2025. At that meeting, the Board approved a letter that, in part, identified the need to secure Computer Aided Dispatch (CAD) licenses in preparation for the upcoming installation of the CentralSquare CAD system with Stanislaus Regional 911 (SR 911). The Board also expressed support for pursuing a CAD-to-CAD option that would enable the Sheriff's Department to utilize Oracle software in tandem with CentralSquare through SR911.

Since receiving this direction, you and I have convened several times to discuss options and alternatives that would support your pursuit of the Oracle system alongside the previously approved CentralSquare system. I am writing to provide an update and outline the proposed path forward for the continuation of the Oracle project, and more importantly, to confirm the immediate steps necessary to ensure the continuity of existing dispatch services for the Sheriff's Department.

After consultation with key stakeholders, including the City of Modesto, SR911, and CentralSquare, I have confirmed the process for Oracle implementation will need to proceed in two phases:

- Phase One: Implementation of the CentralSquare CAD system.
- Phase Two: Development and implementation of a new Oracle CAD-to-CAD system.

A phased approach is necessary to avoid a 6 to 12-month delay in the CentralSquare project, which has already been approved by the Consolidated Emergency Dispatch Agency Commission (CEDAC). While I understand your optimism that a new Oracle CAD-to-CAD solution could be developed and deployed at SR 911 simultaneously with CentralSquare, doing so would delay the CentralSquare project and require all partner agencies to continue using an outdated system that is already beyond its useful life.

My follow-up with stakeholders identified many challenges inherent with a tandem implementation of CentralSquare and the Oracle CAD-to-CAD system. Although Oracle would be responsible for most development, CentralSquare and SR 911 would need to dedicate substantial staffing resources for system validation, testing, project management, and other related activities. CentralSquare is a proven product, operational in thousands of locations, whereas Oracle's system is new to the public safety market and remains under development with no precedent for this type of hybrid, multi-CAD environment. CentralSquare has expressed a willingness to partner on a future CAD-to-CAD system, but strongly advised that its system be fully implemented and successfully tested before final development of an Oracle CAD-to-CAD interface.

Final deployment of a new CAD-to-CAD system will also require numerous adjustments to existing policies and procedures that serve as the foundation of current operations with SR 911. The existing dispatch system has operated with a single CAD for decades, and we can expect a significant learning curve and extensive staff training to implement a new model using two CAD's side-by-side. Operating two CAD products side-by-side is a unique and complex task, demanding careful planning, project management and coordination between multiple agencies. Although I am confident this goal can ultimately be achieved, it would require a major redirection of the current CentralSquare implementation plan. Given the urgent need to replace the existing, obsolete CAD system, SR 911 will need to remain on track with its current timeline in order to safeguard service continuity.

To support this two-phased approach, we have worked with Information Technology Central (ITC) to authorize the initial purchase of 250 mobile CentralSquare licenses for the Sheriff's Department. Additional purchases are anticipated for license plate reader interfaces, handheld devices, and stationary locations. Our staff will continue working closely with your team to ensure all necessary licenses are secured when needed. We have also received conflicting information on the need to purchase new mobile terminals or other hardware for Sheriff vehicles to transition to CentralSquare. Recognizing your goal to implement Oracle as quickly as possible, we recommend a joint workgroup of our respective IT staff to form recommendations on the most cost-effective way to ensure hardware purchases will support long-term use for the Sheriff or other County departments.

As you know, the CentralSquare CAD system was approved by CEDAC on April 24, 2024, and is progressing toward an implementation target of September 2025. To support the phased approach for Oracle implementation, it is essential that you engage promptly with SR 911 leadership and the CentralSquare project team to coordinate your department's input for configuration and implementation. Your participation is critical to avoiding disruptions to CAD services for the Sheriff's Department. Without your support, the project team will be unable to complete all required tasks, and manual processing of Sheriff dispatch activities may become necessary—something we are all working to avoid.

In closing, I want to sincerely thank you for the time you have dedicated to our discussions over the past few weeks. While I understand that you have not fully supported the phased approach we have outlined, I remain optimistic that your goals for Oracle can be achieved on a revised timeline that reflects the broader needs of all stakeholders. We now have a clear path forward for the full implementation of Oracle for the Sheriff's Department. I look forward to partnering with you to develop the detailed steps necessary to move this plan to completion.

Sincerely,



Jody L. Hayes
Chief Executive Officer

Acceptance of an Update on the Status of the Stanislaus Regional 9-1-1 Computer-Aided Dispatch System Implementation Project

Presented by:

Jody Hayes
Chief Executive Officer

Joshua Woolworth
Senior Management
Consultant

Dispatch Background

- Stanislaus Regional 911 is a public safety organization that provides comprehensive 24/7 emergency dispatch services in the County, efficiently coordinating emergency responses for 24 county law enforcement and fire agencies, including cities that contract for law enforcement services with the Sheriff's Office.
- Formed in 1999 through a Joint Powers Agreement between the City of Modesto and the County of Stanislaus, SR911 is governed by a four-member Consolidated Emergency Dispatch Agency Commission with representatives from both entities.
- Supervisors Grewal and B. Condit are the appointed members representing the County on the Commission.
- While the JPA was formed in 1999, the County and Modesto have jointly contracted for dispatch services since June 1978. This is a longstanding partnership dedicated to ensuring optimum essential emergency services support for the County.

Computer-Aided Dispatch (CAD) System

- The current Dispatch Now CAD software, being replaced by SR911, is two major software versions behind, and there is no option to update it. The technology is antiquated, and the potential for system failure exists.
- The Commission selected and approved the procurement of the CentralSquare CAD system on April 24, 2024, and June 26, 2024, authorizing staff to work with Modesto to access Modesto's grant funds earmarked for a CAD system to procure the new system.
- Accessing Modesto's process lowered the implementation costs for all participating agencies, including the County.
- The new CAD system's one-time start-up costs were estimated at \$1.7 million in the staff report provided to the Commission on June 26, 2024.

Sheriff's Alternative Dispatch Plan

- 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.
- August 13, 2024 – The sheriff sent a memo to the Board stating his “expectation that [his department] will no longer be part of the SR911 JPA for dispatch services,” citing the Department’s partnership with Oracle to develop a new Public Safety Suite as a reason.
- Subsequent information provided indicated the Sheriff was working with the City of Ceres on a plan for the City to provide dispatch services.

Board Meeting Timeline

December 10, 2024

- The Board requested the Sheriff to submit a comprehensive plan to outline the anticipated impacts of the Sheriff's proposed alternative dispatch system by January 28, 2025.

Board Meeting Timeline

January 28, 2025

- The Sheriff's Office presented the Department's assessment of the JPA and the CentralSquare computer-aided dispatch system, information regarding the benefits of the Oracle Public Safety system, and the Department's cost analysis of the proposed alternative dispatch center.
- Commentary during the meeting identified missing components or inaccuracies in some of the information presented.
- The Board authorized the Department "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."

Board Meeting Timeline

February 4, 2025

- The Board accepted an update on emergency dispatch call processing in the County and SR911's CAD system project.
- Board Members expressed concerns about the timing of the various initiatives and potential impacts to response times for fire and EMS services. The Board requested that the Sheriff's Office return with final proposals for an alternative dispatch system.

Board Meeting Timeline

March 11, 2025

- Sheriff's Office unable to develop an agreement with Ceres for dispatch services.
- Lack of clarity created growing uncertainty among partner agencies.
- Board approved sending a letter to the Sheriff to establish clear expectations and a structured framework to ensure complete and accurate information should the Sheriff pursue future proposals for alternative dispatch services.
- Board comments expressed support for considering a CAD-to-CAD option that would enable the Sheriff's Office to utilize Oracle software in tandem with CentralSquare through SR911.
- To ensure the continuity of dispatch services, the Board of Supervisors authorized the GSA Director/Purchasing Agent to execute an agreement with CentralSquare and the City of Modesto, along with purchasing CAD licenses to access the CAD system SR911 is implementing.

May 2, 2025, CEO Letter to Sheriff

- The CEO conducted multiple meetings with stakeholders to research options for CAD-to-CAD link between Oracle and Central Square.
- Multiple meetings between the CEO and Sheriff to share information and consider options.
- Research concluded the only viable path going forward was a two-phase process:
 - Phase One: Sheriff's Office implements the approved Central Square CAD system with all other partner agencies in September 2025.
 - Phase Two: Sheriff's Office works with stakeholders to build a CAD-to-CAD system to be implemented 6-12 months after September 2025.
- Letter dated May 2, 2025, confirmed the immediate need for the Sheriff's Office to engage promptly with the SR911 CAD implementation team to ensure the continuity of dispatch services for the Sheriff's Office.
- Staff finalized purchase of all Central Square licenses for the Sheriff's Office to ensure access to the new software platform to avoid disruptions in dispatch services.

Subsequent Commission Meetings

July 29, 2025

- Staff update informs the Commission the Sheriff's Office has not engaged in the Central Square CAD implementation process.
- Lack of participation from Sheriff will result in disruption to dispatching for Sheriff's deputies following the planned go-live of September 2025.
- The Commission directed staff to return within 7-10 days with any options to address the Sheriff's integration into the CAD implementation project.

Subsequent Commission Meetings

August 7, 2025

- Staff held four staff meetings following the July 29 Commission meeting
 - Representatives included the Sheriff's Office, Modesto Police Department, Modesto Fire, County Fire, Dispatch, Oracle, and CentralSquare staff, including information technology staff
- Staff returned with four options, two of which were not viable
- Two remaining options
 - One-way transmission of limited information to Sheriff vehicles
 - The Dispatch Director presented numerous safety concerns with this option, including a reduction in the information transmitted to deputies and a lack of ability to track the location of deputy vehicles.
 - The Sheriff's Office reverses course and joins the CAD implementation project

Subsequent Commission Meetings

August 7, 2025 (Continued)

- Sheriff's staff
 - Reiterated unwillingness to use CentralSquare, citing objections regarding unfair treatment of the Office during the CAD project and the inferiority of the product
 - Expressed the department's intent to go to "pen and paper" when the CAD system upgrade occurs
 - Ensured that going to "pen and paper" would not impact public safety despite the safety concerns raised by the Dispatch Director
 - Unwilling to implement the CentralSquare CAD system in Sheriff vehicles, even if the project was delayed to allow Sheriff staff time to complete all steps necessary
 - Committed to communicating to the public that there would be no impact to public safety for the Sheriff's Office operating without a CAD system
- MPD Chief Gillispie expressed disagreement with many of the talking points from Sheriff staff and reiterated the need to move forward with the CAD project as approved by the Commission without delay
- Commission members expressed support to continue the project without delay

Additional Information - Oracle Agreement

May 23, 2023

- The Board of Supervisors approved entering into agreements with Oracle America, Inc. for public safety-related systems. General Services Agency Director/Purchasing Agent authorized to execute agreements.
- The three agreements were for research, development, and piloting of the new system.
- As the program was still in the development stages, the Board agenda item stated the Sheriff would work with local partners/stakeholders, County leadership, and Oracle to develop a comprehensive implementation and long-term plan that would be brought to the Board of Supervisors.

Additional Information - Oracle Agreement

August 18, 2025

- Sheriff's Office forwards request to General Services Agency to approve two amendments to Oracle agreement, facilitating additional equipment for implementation.
- CEO recommends bringing the amendments and all future amendments to the Board of Supervisors for consideration and direction.

Additional Information – JPA Status

- Does Sheriff's rejection of the Central Square CAD system end the City/County JPA?
 - No: JPA agreement remains intact. 911 calls continue to be routed to SR 911 for intake and dispatch to all partner agencies, including Sheriff.
- City/County continue planning for future improvements to SR 911 with consideration of EMS partnership to eliminate call transfers for medical emergencies.
- Board of Supervisors approval is required to form a new dispatch operation within the Sheriff's Office or to contract with another dispatch agency.
- Any future proposals for an alternative dispatch system must adhere to the standards set forth in the letter approved by the Board of Supervisors on March 11, 2025.

Staff Recommendations

1. Accept an update on the status of the Stanislaus Regional 9-1-1 (SR911) computer-aided dispatch (CAD) system implementation project.

Questions



Acceptance of an Update on the Status of the Stanislaus Regional 9-1-1 Computer-Aided Dispatch System Implementation Project

Presented by:

Jody Hayes
Chief Executive Officer

Joshua Woolworth
Senior Management
Consultant

Special Meeting

CEDAC

August 7th, 2025



CAD Integration Options

Staff held four meetings since the CEDAC meeting on July 29th 2025

- July 30th, 31st, and August 4th at 1230pm and 3pm
- Representatives included the SO, MPD, MST, County Fire, SR911 and I.T. staff from the SO, Oracle, and Central Square.

ALL integration options require the Sheriff's Office to configure in the Central Square CAD System.

In the August 4th meetings with the Sheriff's Office, they identified personnel who would be available to configure the CST system.

Option 1: Unify Hub CAD-to-CAD

Possible Capabilities

- ☐ Bi-directional data flow
 - ☐ Allows dispatchers and field responders to communicate in real-time.
 - ☐ AVL/GPS data sharing so field units are visible to dispatch.
 - ☐ Sharing of call information and unit statuses.

Impacts

- ☐ Impacts to Go-Live Timeline – Must be extended.
 - ☐ Best practice is both CADs are fully configured prior to CAD2CAD configuration.
 - ☐ Test environment needs to be built and tested.
 - ☐ Hub production environment needs to be built and tested.
 - ☐ Never planned as a go-live project (usually begins 4-6 weeks post go-live).
 - ☐ Unknowns with Oracle first CAD2CAD configuration and CST first CAD2CAD configuration to a cloud-based system.

Option 2: One-Way Push to Oracle Tablets

- ☐ Not a viable option currently.
- ☐ Oracle does not recommend this type of connection.

Option 3: One-Way Push to Oracle CAD

Possible Capabilities

- ☐ One-way data flow
 - ☐ Allows for a call to be entered into the CST CAD (source CAD) and be transmitted to the Oracle CAD (receiving CAD).
 - ☐ Basic call information will be transmitted.
 - ☐ Location, Reporting Party, Incident Type, Call Comments.
 - ☐ Dispatchers can add resources to a call for service.

Option 3: One-Way Push to Oracle CAD

Impacts

- ☐ One-way data flow
- ☐ No real time updates from Oracle CAD back into Central Square.
 - ☐ Comments, call closure, add resource, location updates, call type or priority changes not transmitting back to the CST CAD and the dispatcher will not be notified.
- ☐ No Automatic Incident Closure/Outcome Sharing
 - ☐ Dispatchers won't know when the incident is resolved and will have to manually close out calls.
 - ☐ Request the information over the radio, enter the disposition code, and close the call.
 - ☐ Available units may be overlooked as they may still be assigned in the CST CAD.
- ☐ No Acknowledgment or Receipt Confirmation
 - ☐ Dispatchers will not be able to confirm call receipt and must verify receipt over the radio.
 - ☐ No unit status changes will be received by the CST CAD.

Option 3: One-Way Push to Oracle CAD

Impacts

- ❑ Troubleshooting and Error Handling are One-Sided
 - ❑ Errors in transmission or data formatting might not be flagged or resolved promptly since the sender has no way to verify the outcome.
- ❑ Legal and Liability Concerns
 - ❑ Lack of shared data may result in disputes over response times, responsibilities, or record accuracy in high-risk incidents.
 - ❑ Changes to call details in the Oracle CAD will not update in CST CAD leading to inconsistencies in records.
- ❑ Reduced Audit and Reporting Capabilities
 - ❑ Without feedback loops generating complete incident histories, response metrics becomes more difficult.

Option 3: One-Way Push to Oracle CAD

Impacts

- ❑ Inefficient for Mutual-Aid or Multi-Agency Response
 - ❑ No real time collaboration for fast-moving situations (active shooter, pursuit).
 - ❑ Cooperating agencies will not be able to see resource locations.
- ❑ Training and Workflow Complexity
 - ❑ Dispatchers must remember different workflows and protocols for calls sent to Oracle CAD which in turn increases the cognitive load and stress.

Option 3: One-Way Push to Oracle CAD

Impacts

- ☐ Criminal Justice Information
 - ☐ CJI will not transmit to the Oracle CAD system. Not attached to the export.
 - ☐ Probation, warrants, parole, restraining orders, firearms info, stolen property.
 - ☐ DOJ violation to copy & paste the information.

Option 3: One-Way Push to Oracle CAD

Impacts

- ☐ No Unit Visibility – No AVL or GPS
 - ☐ Dispatchers will not be able to see where resources are located – unknown locations.
 - ☐ No location visibility presents an officer safety issue.
 - ☐ Dispatchers will not have the ability to dispatch closest resource.
 - ☐ All calls will need to be broadcast over the radio and deputies will need to know who is closest and add themselves to the call.
 - ☐ Limits situational awareness.
- ☐ Manual Coordination Required
 - ☐ Radio, phone, email will need to fill the gaps which increases workload.

Example of No Mobile CAD Integration

Modesto PD: Ransomware Attack

Channel/Phone Line	# of Transmissions/Calls 2023 (Ransomware)	# of Transmissions/Calls 2024 (Regular Ops)	% Change During the Outage	
MPD Channel 1	9385	6611	41.96%	
MPD Channel 2	7274	3557	104.50%	
MPD Channel 3	3793	257	1375.88%	
MPD Inhouse Lines*	1100	224	391.07%	
Channel	Avg. Transmission Length 2023 (in seconds)(Ransomware)	Avg. Length of Transmission 2024 (in seconds)		
MPD Channel 1	40	31	29.03%	
MPD Channel 2	37	33	12.12%	
MPD Channel 3	40	36	11.11%	
(All time formats use the format hh:mm:ss)	2023 (Ransomware)	2024		
Dispatched to Enroute Time	0:04:01	0:03:51	4.33%	+10 Seconds
Enroute to Onscene Time	0:09:47	0:08:56	9.51%	+51 Seconds

*Inbound calls only

Statistics compiled using the 2-week period between 2/4-2/18 for 2023 during the Mobile MDC Outage (Ransomware) and 2024 during normal operations, respectively.



Option 4: Configure CST Mobiles

- ☐ Full CAD Capabilities in Real Time.
- ☐ No Impacts.
- ☐ Standardized Operations across all disciplines represented in SR911.