



CITY OF
VENTURA

City Council

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Bill Fulton, Deputy Mayor
Neal Andrews, Councilmember
Brian Brennan, Councilmember
James L. Monahan, Councilmember
Carl E. Morehouse, Councilmember
Edward W. Summers, Councilmember

July 24, 2008

Ventura County Grand Jury
800 S. Victoria Ave., L#3751
Ventura, Ca 93009

Subject: City Council and City Manager Response to Grand Jury Report - 911 Fees for the City of Ventura

Dear Grand Jury:

The City of Ventura has reviewed the Grand Jury report titled, 9-1-1 Fees for City of Ventura. We appreciate the time and resources the Grand Jury has dedicated to this report. On behalf of the City Council and the City Manager, below are the City of Ventura's responses to the Grand Jury's recommendations.

R-01 The VCC should modify the fee Ordinance to restrict fee increases to no more than the change in the Consumers Price Index.

Partially disagree - The fee was established to recover a portion of the annual cost of operating the City of Ventura's Emergency Communication Center. Those types of costs do not generally change at the same rate as the Consumer Price Index (CPI). But we do not anticipate major changes to the formula, so increases generally in line with the CPI is the Council's intent.

R-02 The VCC should notify all subscribers via U.S. Mail, who are adding a phone line or changing phone providers, of their right to choose an alternative payment option.

Partially agree - The City does not have access to the name and address of existing or new phone subscribers within the city. Consistent with the recommendation's intent, the City Council amended the 9-1-1 fee ordinance to

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require the service suppliers (phone companies) to advise new customers or customers changing phone service of their right to choose the per-call option of the 9-1-1 fee. This procedure is currently in place.

R-03 The VCC should notify phone subscribers annually via U.S. Mail of their rights to change payment options.

Agree – While the City does not have access to the name and address of every phone subscriber within the city; we are in mail contact with the vast majority of residents and businesses. Using our water bills, our My Ventura publication and/or some combination of mailed notices (as well as extensive e-notification, web site, press releases etc), we agree with the intent of this recommendation. The precise plan for notification methods will be developed by March 2009 to prepare for the May 2009 per-call enrollment period.

R-04 The VCC should refrain from hiring additional police and firefighter/paramedics until it is demonstrated that Fee revenue is adequate and sustainable.

Agree - The City Council directed staff earlier this year to hold on hiring until the funds were available. The Police and Fire Chief's will not hire additional personnel using this fee until the revenue amount is verified.

Again, we value the time and resources the Grand Jury has dedicated to this report, and we appreciate the opportunity to respond to your report. Please let me know if you have any additional questions.

Sincerely,



Rick Cole
City Manager

Cc: Honorable Colleen Toy White, Presiding Judge
Superior Court of California, Ventura County
Hall of Justice, #2120
800 S. Victoria Ave.
Ventura, CA 93009