

## NEVADA COUNTY BOARD OF SUPERVISORS RESPONSES TO

### 2019 Nevada County Civil Grand Jury Report

### Nevada County Dispatch Center A Vital Need

DATED July 9, 2019

Responses to findings and recommendations are based on either personal knowledge, examination of official county records, review of the responses by the County Executive Officer, Sheriff's Office, Human Resources, County Counsel, and other representatives or testimony from the Board of Supervisors and county staff members.

#### A. RESPONSES TO FINDINGS

F2. The Nevada County Dispatch Center is understaffed that results in added stress to the dispatch Center

**Agree.**

**The current staffing levels in Dispatch are a top concern and priority of the County. Human Resources and the Sheriff's Office have embarked on multiple initiatives to attract enough qualified applicants to fill these critical positions.**

#### B. RESPONSES TO RECOMMENDATIONS

R2: The Nevada County Human Resources Office should improve recruitment processes to increase the number of dispatch operators to the allocated numbers.

**The recommendation has been implemented.**

**Nevada County has embarked on an aggressive recruitment strategy and streamlined many internal processes to speed up the process of identifying and qualifying prospective candidates. The County utilizes extensive social media advertising (County's Facebook page, Sheriff's Office Facebook page, LinkedIn, County's Nevada County News report, etc.) to attract candidates. The County holds special "sit in" and after-hours "informational sessions" to inform and attract candidates. Career events are held at various locations, such as Beale Air Force Base, to target dispatchers. A recruiting approach to**

**allow active Dispatchers from other Counties to be fast-tracked through the County's recruiting and hiring process is currently being developed.**