



SHERIFF'S OFFICE

A TRADITION OF SERVICE SINCE 1856

SAN MATEO COUNTY SHERIFF'S OFFICE
Support Services Division



Sheriff Carlos G. Bolanos

ANNUAL REPORT - 2017

Support Services Division
Captain Mark Kuykendall

Professional Standards Bureau
Lieutenant Mark Duri

Backgrounds, Internal Affairs,
and Recruitment

Training

Coyote Point Firing Range

Payroll

Court Security & Transportation Bureau
Lieutenant Tony Torres

Court Security

Inmate Transportation

Civil Enforcement

Health Services Bureau
Lieutenant Wesley Matsuura

Property Services Bureau
Samantha Dal Porto

Criminal Records & Identification Bureau
Jenna McAlpin

Hall of Justice

Patrol Substations

Identification Unit

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PROFESSIONAL STANDARDS BUREAU

Comprised of 15 sworn and civilian employees, the Professional Standards Bureau is responsible for:

- ✪ **Personnel Management** - Overall management of department personnel practices including recruitment/selection activities and employment background investigations, on-boarding procedures, employee relations activities including managing employee performance evaluations, and administration of the illness, injury and return-to-work program
- ✪ **Internal Affairs** - Investigation of complaints regarding sworn and non-sworn employees; investigation of on-duty motor vehicle collisions and use of force situations
- ✪ **Training** – Overseeing all phases of department employee training including mandated and voluntary POST and STC training
- ✪ **Range** – Firearms qualification for Sheriff’s Office and other law enforcement agencies
- ✪ **Payroll** – Providing Payroll services for all Sheriff’s Office employees
- ✪ **Permits** - Evaluation and certification of citizens requesting special permits (CCW’s, massage parlors, marijuana collectives, etc.)

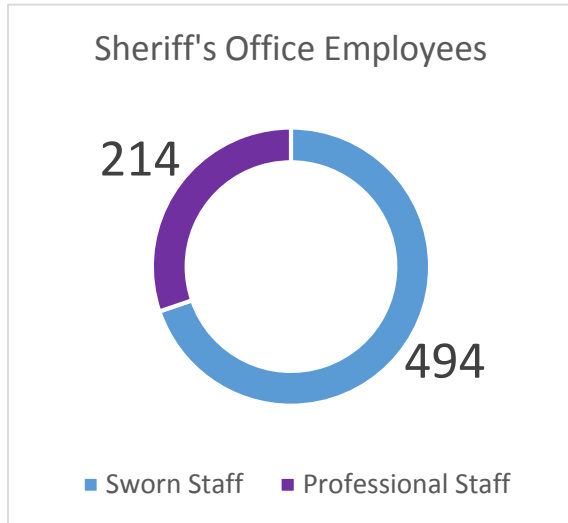
In performing many of these functions, the Bureau works closely with other County departments such as County Counsel, the County Human Resources Department, the County Manager’s Office and various Community College Districts, as well as other law enforcement agencies.



Recruitment and Selection

There are currently **708** regular employees in the Sheriff's Office. In 2017, the Recruitment and Selection team held a total of **19** recruitments and received **1,391** employment applications. In 2017, **52** new hires were made, **21** Sheriff's Office employees were promoted to the rank of Deputy Sheriff, and **3** Professional Staff employees were promoted to Correctional Officer. **65** employees retired/separated from the Sheriff's Office in 2017.

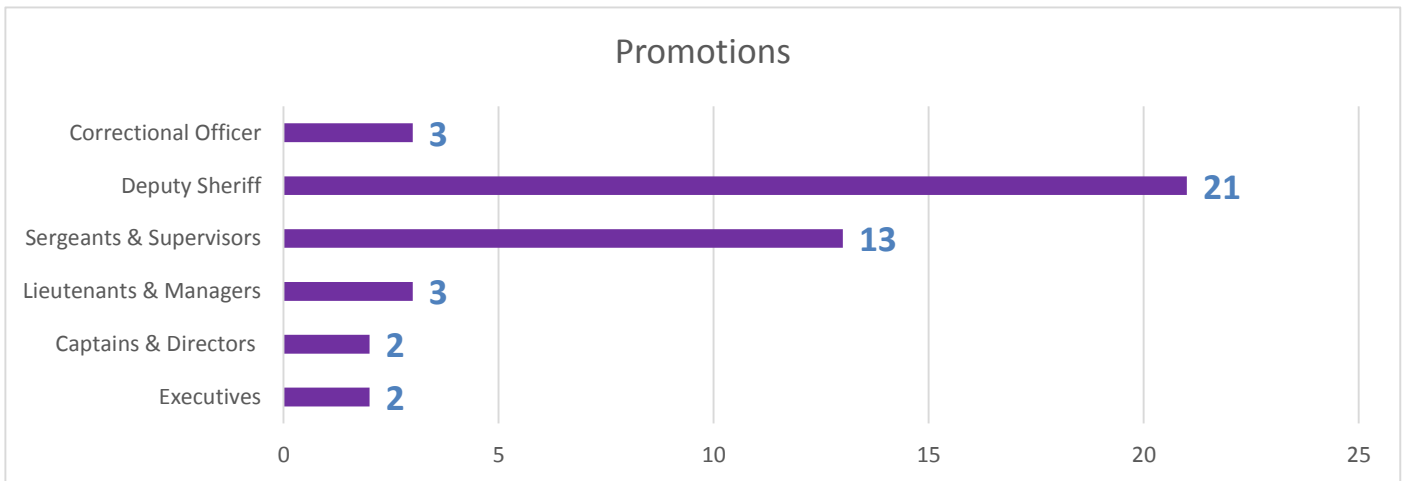
Sheriff's Office Employees



2017 Hires



Promotions



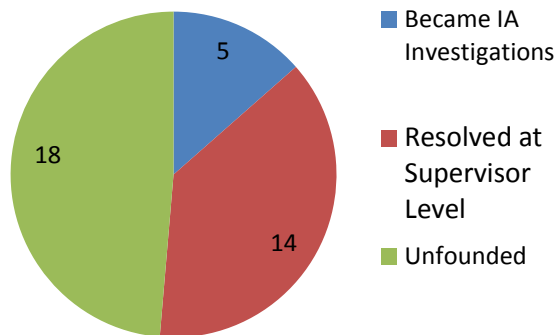
Background Investigations

The Professional Standards Bureau used a combination of internal employees and contract investigators to complete **312** background investigations in 2017. Three types of background investigations were conducted: Sworn, Non-Sworn, and Security Clearance. Security Clearances are conducted on employees who will need access to Sheriff's Office facilities, the most common being the Maguire Correctional Facility and the Maple Street Correctional Center. In 2017, **131** Sworn backgrounds, **94** Non-Sworn backgrounds, and **87** Security Clearances were conducted.

Investigations & Citizen Complaints

The Professional Standards Bureau is responsible for documenting and investigating all complaints against Sheriff's Office employees. In 2017, **40** Internal Affairs Investigations were conducted, **16** of which were sustained. **37** Citizen Complaints were received during 2017.

Citizen Complaints



Internal Affairs Investigations

Total IA Investigations	40
Pending	11
Sustained	16
Not Sustained	5
Exonerated	6
Cancelled	0
Unfounded	1
Employees Separated During Investigation	1

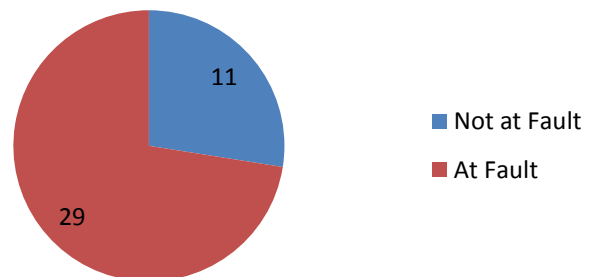
Uses of Force & Motor Vehicle Accidents/Collisions

The Professional Standards Bureau is responsible for documenting and investigating all Use of Force incidents and Motor Vehicle Accidents/Collisions. In 2017, **153** Uses of Force and **40** Motor Vehicle Accidents/Collisions were reported. Of the **153** Uses of Force, **3** were out of policy and resulted in Internal Affairs investigations. Of the **40** motor vehicle accidents, **29** involved the employee being at fault.

Use of Force Reports

Total Reported	153
Control Hands	55
Physical Restraint/Force	42
Chair	37
K9	3
Taser	0
Wrap	8
Shield	5
Flashlight	0
Firearms	1

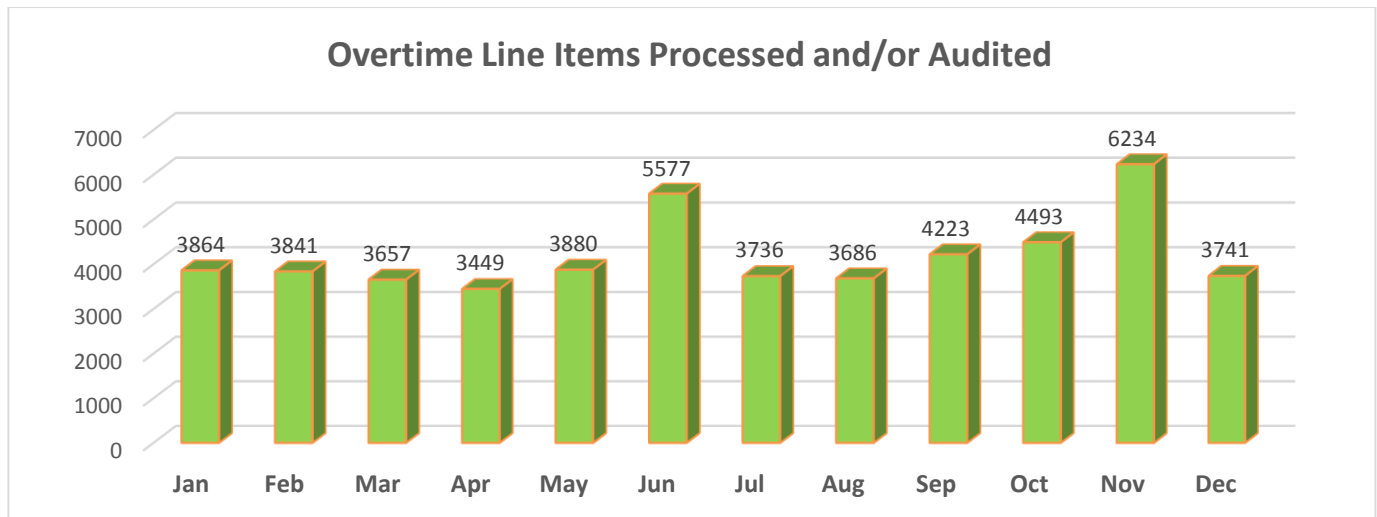
Motor Vehicle Accidents/Collisions



Payroll

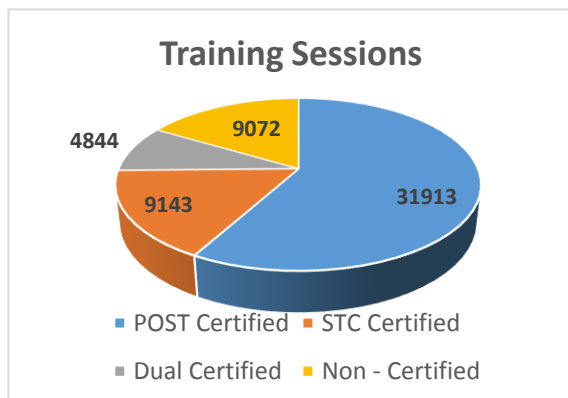
Comprised of one part-time and three full-time employees, Sheriff’s Payroll is responsible for the accurate payment of over 800 regular and extra help employees. These employees work in various locations throughout the County and operate 7 days a week, 24 hours a day. Payroll utilizes a Countywide timekeeping system known as ATKS and a Countywide HRIS system called Workday.

Due to the 24/7 nature of the Sheriff’s Office, overtime is a very common occurrence. In 2017, the Payroll team processed and/or audited **50,381** overtime line items. To ensure accuracy, Sheriff’s Payroll submitted **6,154** manual retroactive adjustments to the Controller’s Office. Additionally, in 2017, the Payroll team completed **153** verifications of employment, and **1,806** HR/Personnel transactions.



Training

The Training Unit is responsible for the coordination of all training for Sheriff’s Office staff, both Sworn and Professional. The Training Unit puts on extensive in-house training and coordinates staff attendance at trainings offered at other locations. In 2017, the Training Unit coordinated attendance of **467** classes by **788** employees. **171** of these were POST certified trainings, **68** were STC certified trainings, **59** were dual POST & STC certified trainings, and **169** were non-certified trainings. The Sheriff’s Office is required to provide **4,560** hours of POST certified training and **5,640** hours of STC certified training yearly. In 2017, the Training Unit far exceeded these requirements with **31,913** POST training hours, **9,143** STC training hours, and **54,972** total training hours office-wide.



Training Hours	
Total Training Hours	54,972
POST Certified	31,913
STC Certified	9,143
Dual POST & STC Certified	4,844
Non – Certified	9,072

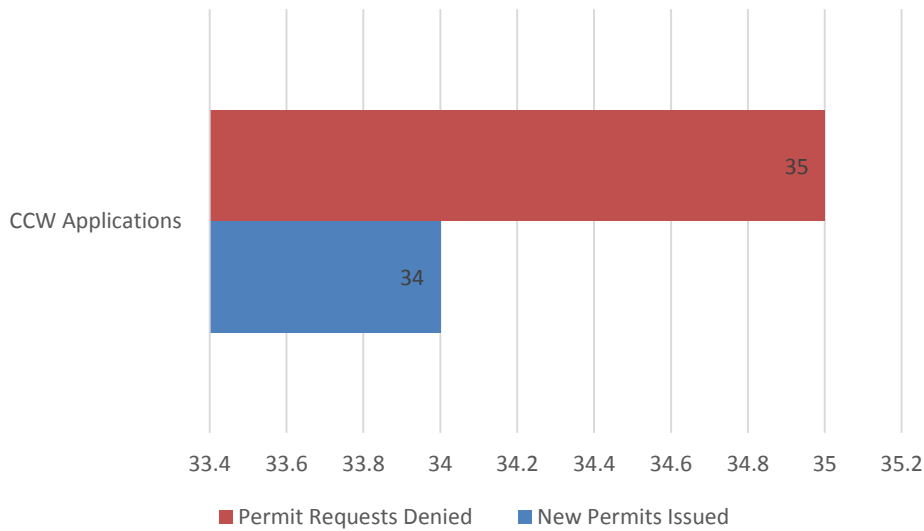
Training Center at Coyote Point – Firing Range

The Firing Range provides a venue for firearms training for all authorized Sheriff’s Office employees as well as the Sheriff’s Reserve Program, San Mateo County CCW, and numerous allied agencies including Atherton PD, Belmont PD, Burlingame PD, Foster City PD, Hillsborough PD, San Bruno PD, San Mateo PD, SSF PD, CDCR, CHP, DA’s Office, DOJ, EPA-CID, Military, Oracle, SMCO Probation Department, San Francisco Zoo, UC Santa Cruz, VA Police, SF Sheriff, SF Probation, Redwood City PD, & Palo Alto PD.

Firing Range Usage			
Total Sessions	125	Total Hours	672
Sheriff’s Office Sessions	82	Sheriff’s Office Hours	418
Allied Agency Sessions	43	Allied Agency Hours	254



NOTE: All Sheriff’s Office Sessions Include: SMSO Range Qual., SMCO SWAT, TCAT, SMSO EOD, Patrol Rifle Class, MCF Less Lethal, SMCO Patrol: Less Lethal for Sgt., POST Perishable Skills, NTF Range Day, SMCO Retired Staff Shoots, CCW Class

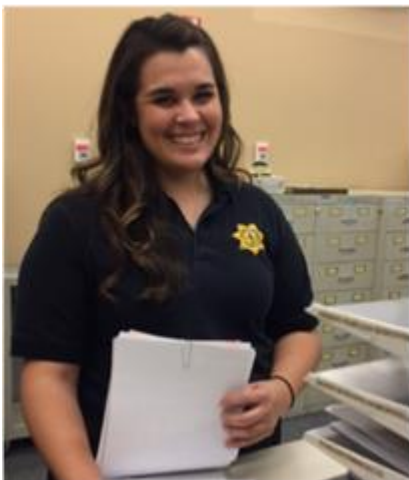


There are currently a total of **294** CCW permit holders in San Mateo County. In 2017, 75 of those permit holders completed range qualification which is required of all permit holders every two years. A total of **69** CCW applications were received in 2017. Of those applications, **34** new permits were issued, and **35** permit requests were denied.

CRIMINAL RECORDS & IDENTIFICATION BUREAU

Falling under the Support Services Captain, the Criminal Records & Identification Bureau is comprised of one Criminal Records Manager, four Criminal Records Supervisors, one Supervising Identification Technician, one Identification Technician, and fifteen Criminal Records Technicians. In addition to the main bureau located at the Hall of Justice, Criminal Records personnel are also assigned to the San Carlos Patrol Bureau, the Half Moon Bay Patrol Bureau, and the Millbrae Patrol Bureau. The Criminal Records & Identification Bureau is responsible for:

- ✦ Processing of all warrants, restraining orders, court packets, citations, CAD requests, missing person entries, BOL entries, Public Records Act requests, employee subpoenas, booking and case attachments, and other related law enforcement documents
- ✦ Handling of warrant processing services for all Sheriff's Office jurisdictions including contract cities, as well as CHP, Parole, Probation, DA Inspectors, Brisbane, Daly City and other miscellaneous agencies
- ✦ Preparing and distributing statistical reports as required for mandated reporting to government agencies as well as for internal departmental and/or county use
- ✦ Providing training for Sheriff's Office and County employees on CLETS, RIMS, CPR/First Aid and other critical areas as needed
- ✦ Serving as system administrators for several databases including CLETS, RIMS, ATIMS, Cal-Photo, Coplink, Mug shots, Karpel, Coplogic, and LMS
- ✦ Assisting the public at the counter, on the telephone, and by mail by providing clearance letters, vehicle releases, report requests, booking chronology reports and other general requests as needed
- ✦ Assisting the District Attorney's Office, the Coroner's Office, and other departments on identification matters
- ✦ Handling the maintenance, classification, identification, and verification of fingerprints, photographs, and identification files
- ✦ Preparing court identification packages for the District Attorney's Office and testifying as expert witnesses in fingerprint identification cases
- ✦ Aiding the public and law enforcement agencies in determining identity as it relates to criminal cases and cases of suspected identity theft
- ✦ Partnering with other Departments including the District Attorney's Office, Probation, the Courts and other Law Enforcement Agencies to promote information sharing and effective collaboration
- ✦ Ensuring operational readiness in Records 24 hours a day, 365 days a year



Records Bureau Processing	Number of RIMS cases reviewed by Records Bureau staff	13,476
	Number of court packets prepared by Records Bureau staff	4,832
	Number of moving citations processed by Records Bureau staff	11,465
	Number of warrants entered by Records Bureau staff	7,870
	Number of restraining orders entered by Records Bureau staff	2,943
	Number of subpoenas processed by Records Bureau staff	206

Identification Bureau Processing	Number of Coroner’s Office identifications by ID Bureau staff	102
	Number of CAL-ID’s handled by ID Bureau staff for the Jail	500
	Number of jail bookings processed by ID Bureau staff	16,755
	Number of fingerprint comparisons for the DA’s Office by ID Bureau staff	32
	Number of fingerprint comparisons on Felony Fugitives by ID Bureau staff	5
	Number of scanned booking and Live Scan response documents by ID Bureau staff	20,783

Records Bureau Training

- ✦ Provided mandatory RIMS training for over 400 employees and attended all required hours of training
- ✦ Presented approximately 15 CLETS training classes
- ✦ Assisted with training for the new DA subpoena system, the County’s new CJJ portal, and with other training and legislative updates from DOJ & DMV
- ✦ Attended training classes including: RIMS, ILP, POST Records School, Warrant Conference, CCUG, Civilian Leadership, Legislative Updates, Public Records Act, LMS, and Career Development

Other Bureau Accomplishments

- ✦ Successfully completed audits from the DOJ and worked with Technology Services to determine and implement improvements to processes
- ✦ Worked in collaboration with other law enforcement agencies and the District Attorney’s office to initiate the successful electronic submission of all court packets
- ✦ Worked in collaboration with County Counsel and responded to 50 Public Records Act requests
- ✦ Entered 340 Missing Persons into the system
- ✦ Processed 748 online reports
- ✦ Assisted approximately 26,000 people at the records counters
- ✦ Partnered with a vendor to convert Filenet data to an electronic platform and began purging related documents

PROPERTY SERVICES BUREAU

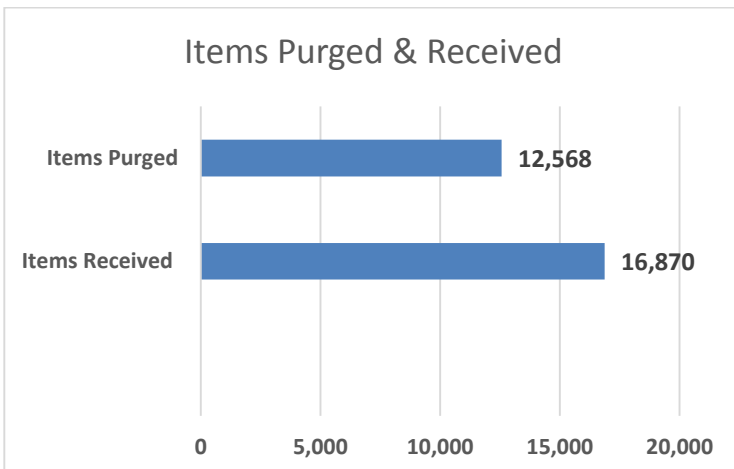
The Property Bureau maintains the security and integrity of all evidence, safekeeping property, and found property for the San Mateo County Sheriff’s Office and the San Mateo County District Attorney’s Office. The Property Bureau also provides inked and live scan fingerprint services for the County and the public.

In 2017, Property received **16,870** items, which is a **17.6%** increase from 2016. Our total inventory now exceeds 98,000 items which are stored in 11 different facilities throughout the County. The Property Bureau enters serialized property, which is in Sheriff’s Office possession or has been reported lost or stolen, into the appropriate automated system with the Department of Justice. The Property Bureau performed thousands of these entries in 2017. In addition, Property submitted **105** eTrace requests to the National Tracing Center of the Bureau of Alcohol, Tobacco, Firearms and Explosives. The Property Bureau also copied thousands of items of evidence for over **1,119** discovery requests from the District Attorney’s Office in 2017.

Evidence and Property Processing	Items Received in 2017	16,870
	Number of 2017 Cases with Property	6,063
	Total Inventory	98,002
	Total Cases with Property	29,580

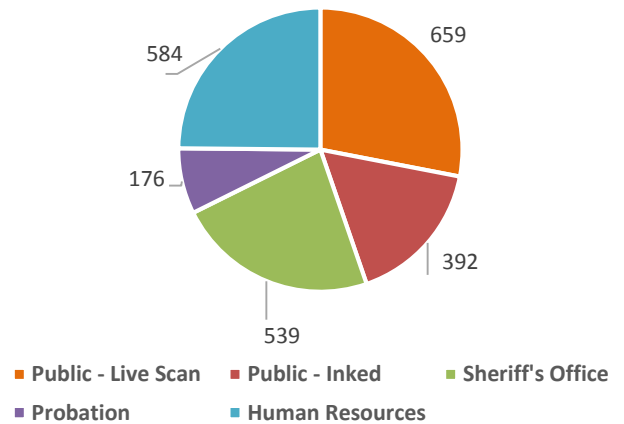
In 2017 the Case Disposition Unit reviewed over **10,000** cases, allowing **12,568** items to be purged. These items were disposed of in accordance to law, by means of return, destruction, recycling or auction.

Cases Reviewed in 2017	10,000
Cases Pending review (over a year old)	24,300
Items purged in 2017	12,568
Items returned to owner	699
Controlled substances destroyed	900 lbs.
Firearms destroyed	181



In 2017 the Property Bureau purchased an FBI certified fingerprint card printer. This allows us to capture the fingerprints of those needing inked fingerprint cards on live scan instead of having to use ink. Multiple copies of the same fingerprint card can be printed, which saves time and money for those needing multiple inked fingerprint cards. The Property Bureau fingerprinted a total of **2,350** individuals in 2017.

2,350 Fingerprint Transactions



Other Bureau Accomplishments

- ✦ Property continued to identify and move homicide and sexual assault evidence to the new Cold Case warehouse.
- ✦ Property reorganized and inventoried the County Center storage facilities so that evidence from the Sheriff's Office, Narcotics and Vehicle Theft Task Forces, San Francisco International Airport, and the District Attorney's Office is now stored separately.
- ✦ Property also reorganized and routinely inventoried all items in their gun, money, and drug vaults.
- ✦ Participated in a body-worn camera pilot.
- ✦ Property automated over twenty years of manual property files.

Property Bureau Training

During 2017 the Property Bureau attended local and regional meetings and training sessions such as :

- ✦ California Association for Property and Evidence
- ✦ The International Association for Property & Evidence Property Room Management Course
- ✦ International Association for Property & Evidence Property Supervisors Class
- ✦ California POST Evidence & Property Function Mangement Course
- ✦ California Department of Justice Bureau of Firearms Trainings
- ✦ Alcohol, Tobacco, Firearms, and Explosives
- ✦ Annual RIMS user Conference
- ✦ Intelligence Led Policing Workshop
- ✦ Implementing Crime Reduction: Stratified Policing Course

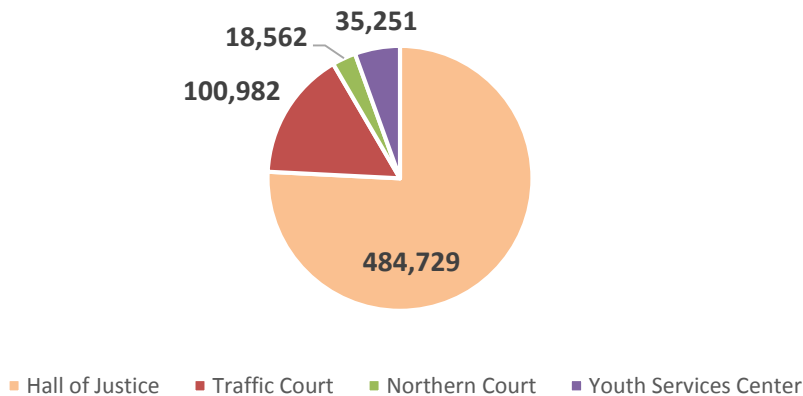
COURT SECURITY / TRANSPORTATION BUREAU

The Court Security and Transportation Bureau provides security to the Courts and provides for the secure transportation of inmates to and from their court appointments, medical appointments, and other county and state correctional facilities.

Court Security

The Court Security Bureau services **30** Courtrooms spread out among **4** courthouses: Traffic Court, Northern Court, Youth Services Center, and Hall of Justice. Each courthouse has a security checkpoint that is staffed by a combination of Deputy Sheriffs and contract security personnel. In 2017, these courthouses saw a combined total of **639,254** visitors pass through their security checkpoints.

Visitors Screened via Courthouse Security Checkpoints

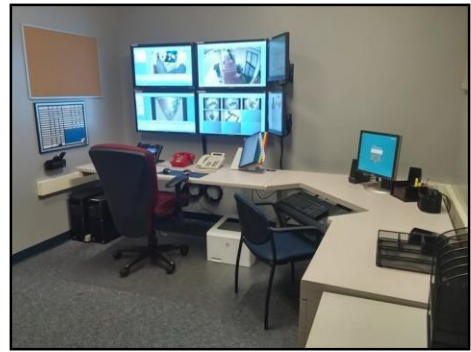


Transportation

In 2017, the Transportation Bureau transported a total of **30,992** inmates. Of those transports, **5,704** were considered high risk inmate movements. The Bureau also performed **5,986** inmate movements between the Women’s Correctional Center and Maple Street Correctional Center, **423** court remands, and **631** medical transports in 2017.



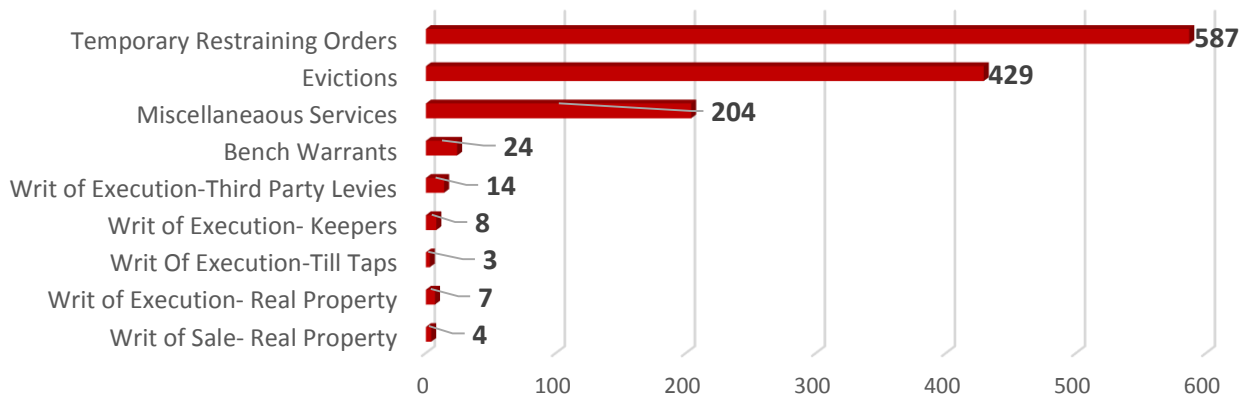
The Site Operations Center (SOC) is a state of the art command center located within the Hall of Justice in Redwood City. The SOC is done in collaboration with the State of California Judicial Council, San Mateo County Manager’s Office, and the San Mateo County Sheriff’s Office. The project was spearheaded by Court Security/Transportation Sergeant Ron Albertson to increase security measures. The SOC went online in June 2016.



The SOC monitors 107 operational and recorded cameras that are installed throughout the Hall of Justice—Southern Branch, the Traffic Annex and the parking structure. All cameras are viewed via four monitors located in the SOC. SOC personnel are tasked with identifying and reporting any potential safety hazards or any security breach that would jeopardize the safety of county employees or the general public. The SOC has so far reported on public disturbances, petty thefts, inmate communications and safety concerns that have occurred throughout our facilities. The SOC also provides for security escorts for county employees to and from their vehicles, within the Hall of Justice Campus. The SOC is staffed Monday through Friday between the hours of 7:00 a.m. and 9:00 p.m.

Civil Enforcement

The San Mateo County Sheriff is the San Mateo County Superior Court’s court representative mandated to serve civil process and court orders. The Sheriff is also the levying officer of the court. The Sheriff’s Civil Enforcement Bureau serves the citizens of San Mateo County by performing civil enforcement duties in accordance with laws and statutes, with a commitment to protect individuals and their property with integrity and without prejudice or bias. The year 2017 was a strong year for the San Mateo County Sheriff’s Office Civil Enforcement Bureau. The Bureau’s Supervisor, Sergeant Dan Reynolds, and four Civil Detectives handle the Bureau’s responsibilities, including conducting evictions, service of civil process and writ enforcement of civil judgments. The Civil Enforcement Bureau completed three sales of real property parcels in 2017, facilitating partial recovery of court- ordered debts.



Other Bureau Accomplishments

- ★ Re- Partitioned bus to transport an increasing number of different classifications
- ★ Pan-Tilt zoom cameras installed to increase coverage

HEALTH SERVICES BUREAU

Comprised of 1 Sheriff’s Lieutenant, 1 civilian employee and 84 private security officers, the Health Services Bureau is responsible for providing oversight of the private security contractor for the San Mateo Medical Center and the Health System buildings in San Mateo, the medical clinics in Fair Oaks, South San Francisco, Daly City and Half Moon Bay, the Human Services Agency (HSA) facilities and Behavioral Health and Recovery Services (BHRS) locations throughout San Mateo County. In conjunction with Countywide Security, the Bureau provides training to staff members at the Medical Center, the Health System, HSA and BHRS. The Health Services Bureau reports to the Medical Center’s Chief Medical Officer, Chief of the Health System, Director of Administration for the Health System and the Sheriff’s Office Captain of Support Services.



The Health Services Bureau works closely with other San Mateo County departments such as County Counsel, the District Attorney’s Office, the County Manager’s Office, the Health System, the Human Services Agency, Behavioral Health and Recovery Services as well as other law enforcement agencies both within and outside of San Mateo County. In FY 15-16, the Health Services Bureau in conjunction with the Medical Center and the Health System closed an RFP by selecting a new security contractor, Universal Protection Service. A Security Assessment Contractor was hired by the Sheriff’s Office to conduct security assessments throughout the Health System, Medical Center and Human Services Agency.

Health Services	Sheriff’s Office Employees in Bureau	2
	Sworn Employees in Bureau	1
	Professional Staff Members in Bureau	1
	Current Contracted Security Officers	84
	Dispatched Calls at San Mateo Medical Center	1,533
	Incidents SMPD Responded to	40

Other Bureau Accomplishments

- ✦ Assisting in the transition of a new Chief Operating Officer and Safety Officer for SMMC.
- ✦ Meeting with the Health System and contractor for the Master Plan at SMMC; planning for relocation of security within the new SMMC.
- ✦ Health Services and Countywide Security met with the new Director of BHRS to discuss the on- going construction of Serenity House and on- going reporting issues between BRHS and Security.
- ✦ Working cooperatively with the hospital's Safety Officer to develop cooperative training with San Mateo PD. The training plan will utilize the annual disaster drill in the hospital EOC. Representative(s) from SMPD and SMMC will participate in the drill with an emphasis on establishing relationships and experience in a potential "Unified" command scenario.

SUPPORT SERVICES DIVISION STAFF

PROFESSIONAL STANDARDS BUREAU



Lieutenant Mark Duri

Sergeant Vincent Bedolla
Sergeant Andrew Armando
Sergeant Robert Pronske
Management Analyst Jeff Collins
Management Analyst Dorothy Halley
Management Analyst Justine Roscoe
Detective Herman Quon

Detective Rob Raw
Detective Leslie Talley
Payroll Supervisor Joann Lov
Office Specialist Gina Sheridan
Payroll Specialist Van Enriquez
Payroll Specialist Jose Romero
Administrative Secretary Jennifer Valdez

CRIMINAL RECORDS AND IDENTIFICATION BUREAU



Records Manager Jenna McAlpin

Records Supervisor Elizabeth Caprista
Records Supervisor Cheryl Martin
Supervising ID Tech Marlise Cameron
Records Tech Catrina Bear
Records Tech Victoria Devan
Records Tech Laura Sparks
Records Tech Nicholas Janakos
Records Tech Judy Pardini
Records Tech Kelly Stephens
Records Tech Fredicka Noh
ID Tech Sandra Vallejo

Records Supervisor Suzanne DeRosenhart
Records Supervisor Jennifer Prado
Records Tech Kimberly Benavides
Records Tech Stephanie Contreras Lopez
Records Tech Christopher Hernandez
Records Tech Karina Guerra
Records Tech Cynthia Zamora
Records Tech Jacob Quinlan
Records Tech E. Selene Solorzano
Records Tech Lilian Cruz

PROPERTY SERVICES BUREAU



Property Manager Samantha Dal Porto

Property Officer Wayne Bagley
Property Officer Rose Henry

Property Officer Javier Guzman
Property Officer Jorge Ramirez

COURT SECURITY / TRANSPORTATION BUREAU



Lieutenant Anthony Torres

Sergeant Ronald Albertson
Deputy Rick Apecechea
Deputy James Hutchings
Deputy Todd Schindler
Detective Eric Forrester
Deputy Stacey Moody
Deputy Robert Higareda
Deputy Douglas Jukich
Deputy Thomas Marinos
Deputy Jeffrey McCourtie
Deputy Pedro Miqueo
Deputy Meyilo Myers
Deputy Kenneth Owen
Deputy Daniel Young
Deputy Michael Sanders
Deputy James Moher
Deputy James Steaveson
Deputy Kevin Valencia
Deputy Joseph Levas
Office Specialist Ashleigh Vozikes

Sergeant Daniel Reynolds
Deputy Jan Smith
Deputy Andrew Constantino
Deputy Michael Grogan
Deputy Mark Howard
Deputy Robert Lawrence
Deputy Jean-Pierre Martinez
Deputy John Moody
Deputy Pascual Olivares
Detective Fred Radetic
Deputy Fernando Realyvasquez
Deputy Paul Scheff
Deputy Jeffrey Carr
Deputy Mark Huntoon
Deputy Paul Drach
Deputy Andre Moniot

Sergeant Dennis Loubal
Deputy Leonel Beato
Deputy Denise Curley
Detective Wallace Fong
Deputy Kenneth Gibson
Detective Steven Heindel
Deputy Adam Johnson
Deputy Daubrey Lindauer
Deputy Craig McCarty
Deputy Brian McKague
Deputy Eric Bettencourt
Deputy Michael O'Malley
Deputy Humberto Rangel
Deputy Jennifer Schwartz
Deputy David Spinello
Detective Menh Trieu
Deputy James Salomaa
Deputy John DeMartini

HEALTH SERVICES BUREAU



Lieutenant Wesley Matsuura
Agustina Cabe - Office Assistant II

Universal Protection Service

Security Officers (84)