A Message from Police Chief Mark Duri

During my first few months serving as Police Chief for the City of San Carlos, my priority has been to engage with you, the community. I have truly enjoyed collaborating with you and City staff to determine how we can best ensure that San Carlos remains a safe place for people to live, work, and play.

Since contracting with the Sheriff’s Office in 2010, the City of San Carlos has been able to maintain patrol staffing levels and quick response times, while cost savings have allowed the City to reinstitute key community programs and employ more school resource officers. Consistent and timely community outreach by our Community Policing Unit, Sheriff’s Activities League (SAL), and Psychological Emergency Response Team (PERT) has proven to be one of the best ways to effectively deter crime in San Carlos. The Sheriff’s Office also provides the City with updated emergency preparedness service plans and practical training scenarios for City staff.

San Carlos has been experiencing an overall decrease in crime, and it’s important to remember that crime prevention does not occur without the community’s involvement. Vigilant community members have helped to create over 40 Neighborhood Watch groups in San Carlos, and suspicious activity is being reported more regularly, to great effect.

On behalf of Sheriff Carlos Bolanos, and the men and women of the San Mateo County Sheriff’s Office, it is an honor to provide law enforcement services to the citizens of San Carlos.
Introducing Nolene Powers
Office of Emergency Services District Coordinator for the City of San Carlos

Nolene is a Half Moon Bay native who began working for the San Mateo County Parks Department in 2008 while attending school. In 2014, Nolene received a Bachelor’s of Engineering Degree from Oklahoma State University in Fire Protection Systems and Emergency Management. Nolene became the Director of Emergency Management for Noble County, Oklahoma in 2015, before relocating to California in 2017 to further pursue a career in Emergency Management.

Nolene is excited to help the City of San Carlos prepare for emergencies and unexpected disasters. She will be leading training for both City staff and community members.

BUILD A DISASTER SUPPLY KIT

ESSENTIALS:
• Water
• First Aid kit
• Flashlight
• Fire Extinguisher
• Food (canned / non-perishable)
• Manual Can Opener

USEFUL ITEMS:
• Warm clothes & sturdy shoes
• Radio (battery or hand crank operated)
• Cash
• Sleeping bag / blankets
• Cellphone charger
• Tools

PERSONAL ITEMS:
• Prescriptions
• Personal Hygiene / Sanitation items
• Personal documents
• Children’s toys
• Pet items
SEPTEMBER IS:
National Preparedness Month

During the month of September, communities throughout the United States are encouraged to make sure they are prepared for potential emergencies.

Whether preparing for a fire, flood, earthquake, or other disaster, everyone in the San Carlos community is encouraged to: 1) make a plan; 2) build a kit; and 3) stay informed. You can find general disaster preparedness information at www.ready.gov, and more localized information at www.smcready.org.

• MAKE A PLAN  A little foresight can go a long way—make a plan now, so you know how to find and get in touch with your loved ones when something happens. The same connections that are important in everyday life—with friends, family, neighbors, and communities—are even more crucial in a crisis. Make an emergency plan so you know how to contact one another, and where to meet up in case you get separated.

• BUILD A KIT  It’s recommended that everyone prepare for at least 72 hours’ worth of supplies to take care of themselves and their loved ones, including pets. Food, water, cash, medicine, and other essential items should be in a convenient and accessible location in your home, in addition to smaller “go-bags” in your car, at work, or at school.

• STAY INFORMED  Whether it’s television, radio, and/or social media, make sure you have a way to access news and information to keep informed of current events. San Mateo County SMC Alert (www.smcalert.info), is a free, opt-in alert notification system where you decide how (email, phone, text) you want important information delivered to you about emergencies and law enforcement activity near San Carlos.

DISASTER PREPAREDNESS:
A City’s Proactive Engagement

In the City of Good Living, we take great pride in our responsibility to the community when it comes to emergency preparedness. That’s why we’ve entered into an agreement with the San Mateo Sheriff’s Office of Emergency Services (OES) to support an Emergency Coordinator, Nolene Powers, to work with City staff in preparing the City to help the San Carlos community to develop emergency policies and procedures, provide disaster training to City staff, and test both in simulated disaster exercises.

On September 6, the City of San Carlos joined other cities and the County in a disaster exercise called Yellow Command, which tested an emergency response to a simulated earthquake scenario. In addition, the County OES activated its Emergency Operations Center (EOC) along with 11 other Bay Area Counties, the State and other disaster partners, including the Red Cross, to test information sharing, situational awareness, resource requesting, and communications. These exercises help disaster services workers, including City staff, prepare for an emergency.

San Mateo County Annual Disaster Preparedness Day

The County’s Annual Disaster Preparedness Day is Saturday, September 22nd, at the San Mateo Event Center from 10:00 a.m. - 4:00 p.m. This free event will include information booths staffed with local, regional, state, and federal agencies and organizations with information on disaster preparedness. The event will also feature numerous presentations on disaster preparedness, response, and recovery, and hands-on training in CPR, First Aid, and the new Stop-the-Bleed program.
UPDATE:  
Shared Fire Services

As with any local agency, meeting the needs of the community continues to be a challenge with the limited resources we have. Many years ago the City began partnering with other agencies to provide fire services at an affordable rate. The City of San Carlos Fire Department joined with the Redwood City Fire Department in 2013. Through a contract for services, Redwood City Fire provides staffing to two fire stations in San Carlos, provides fire prevention, administration, community outreach and education, and a host of other services. This has proven to be a very effective model for delivering increased fire services to our community while decreasing costs.

One of the services Redwood City Fire provides to San Carlos is the Community Emergency Response Team (CERT). The CERT program provides disaster preparedness training and education to community members, including basic disaster response skills such as fire safety, light search and rescue, team organization, and disaster medical operations. Classroom training and hands-on exercises prepare CERT members to assist others in their community when professional responders may not be immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

An Emergency Preparedness Outreach Coordinator is responsible for supporting the CERT program and developing emergency operations and hazard mitigation plans and coordinating City staff emergency training. Currently, the City of Redwood City is working to reduce its overall budget to achieve long term financial stability. They are looking closely at ways to save money and reduce the overall city budget without reducing services to their community. These efforts do not impact fire services in San Carlos. To increase efficiency and share costs of the program with other agencies, it has been proposed that management of the CERT program be shifted to a position in the County’s Office of Emergency Services. This approach would provide dedicated CERT program leadership for Redwood City, San Carlos and other communities in the County, and is similar to other cost saving measures the fire department has taken.

To strengthen the CERT program Countywide, the new position would focus solely on the CERT program, and not the other job duties currently provided by the Emergency Preparedness Outreach Coordinator (EPOC) in San Carlos and Redwood City. City and County staff are finalizing the details of this approach with the intention of the new County position being created this fall before the elimination of the EPOC position becomes effective January 1, 2019. As CERT programs typically use the same curriculum from community to community, this approach creates opportunities for other city agencies to join the partnership in the future, further reducing each participating agency’s individual cost.

In an effort to engage CERT volunteers and community members around this transition, San Carlos and Redwood City are hosting a series of community meetings, in addition to an online survey that can be found at www.redwoodcity.org/fire. The next community meetings will take place on September 25th (Veterans Memorial Center, 1455 Madison, Redwood City) and September 27th (Redwood Shores Library, 399 Marine Parkway) at 6 p.m.
San Carlos Fire Response Times

We are pleased to report that response times by the San Carlos Fire Department are still rapid. Emergency Medical Services remain the largest cause of a fire response, but the Department continues to respond to many other calls for service as well. (You can see the breakdown of all our calls in the graph below.) A fire call can be any kind of fire, such as a grass fire, structure fire or trash fire. “Good intent calls” are when a resident reports an emergency, but no emergency exists upon our arrival, while a “service call” can be anything from cleaning up debris in the roadway to a problem with a water heater in someone’s home.

Even with this call volume, we conduct daily training and exercises, public outreach events, fire inspections, station tours and other services to deliver the highest possible level of service to the San Carlos community. While call totals are increasing, the San Carlos Fire Department is maintaining a response time of just above five minutes on average. Redwood City’s recent budget reductions in no way effect the services provided to the community of San Carlos.

INCIDENT TYPE BY STATION

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>2017/18</th>
<th>2016/17</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Call</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severe Weather</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>False Calls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good Intent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Calls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hazardous Calls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMS/Rescue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rupture/Explosion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

AVERAGE RESPONSE TIME BY STATION (in minutes)

<table>
<thead>
<tr>
<th>Year</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>5:06</td>
</tr>
<tr>
<td>2016/17</td>
<td>5:05</td>
</tr>
<tr>
<td>2017/18</td>
<td>5:06</td>
</tr>
</tbody>
</table>

FIRE DEPARTMENT RECEIVES PRESTIGIOUS CLASS 1 INSURANCE SERVICES OFFICE RATING

On Thursday, July 5, the San Carlos Fire Department received a Public Protection Classification (PPC) rating of “Class 1” from the Insurance Services Office (ISO). There are only 306 fire departments out of 46,000 departments nationwide that receive a Class 1 rating.

The San Carlos Fire Department was evaluated on the three main areas of community fire suppression system: emergency communications (dispatch); fire department (including operational and training considerations); and water supply. In addition, a Community Risk Reduction recognized community efforts to reduce losses through fire prevention, public fire safety education, and fire investigation.

By classifying communities’ ability to suppress fires, ISO helps communities evaluate their public fire-protection services. In addition, by securing lower fire insurance premiums for communities with better public protection, the PPC program provides incentives and rewards for communities that choose to improve their firefighting services.

The Department is working on a plan to notify businesses and community members of this new rating so that they can investigate the effect it may have on their insurance premiums. ISO will make a formal presentation to the San Carlos City Council on September 24.
City Council Mission Statement
The City of San Carlos provides high quality services and facilities in a fiscally sustainable, responsive and friendly manner to foster a safe and healthy community.

THIS ISSUE’S FOCUS:
PUBLIC SAFETY & EMERGENCY PREPAREDNESS

SNAPSHOT: San Carlos Crime Statistics

RESIDENTIAL BURGLARY
Residential Burglary is a crime that patrol personnel continually work to combat. The number of residential burglaries in the City of San Carlos has steadily decreased in recent years.

BURGLARY BENCHMARKING
When compared to two nearby cities with roughly the same population, the City of San Carlos has experienced a significantly lower number of burglaries from January 1 through August 31, 2018.

PART 1 CRIME
Part 1 crimes are those crimes identified as being the most violent and/or predominant crimes facing society. These crimes include homicide, rape, robbery, assault, burglary, larceny, motor vehicle theft, and arson.

BY THE NUMBERS:
SAN MATEO COUNTY SHERIFF’S OFFICE (SAN CARLOS BUREAU)
JULY 1, 2017 – JUNE 30, 2018
• Responded to 13,094 calls for service
• Average response time to emergency incidents: 3 min 55 sec.
• 791 arrests made
• 2,251 crime reports taken
• 2,339 moving citations issued
JANUARY 1 – AUGUST 30, 2018
• 2,166 citations issued

COMPARISON OF PUBLIC SAFETY COSTS

<table>
<thead>
<tr>
<th>TOTAL PUBLIC SAFETY COSTS</th>
<th>FY 2018 REVISED BUDGET</th>
<th>FY 2019 ADOPTED BUDGET</th>
<th>POPULATION*</th>
<th>FY 2019 COST PER CAPITA</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of San Carlos</td>
<td>19,132,000</td>
<td>20,201,100</td>
<td>29,897</td>
<td>$ 675.69</td>
</tr>
<tr>
<td>City of Belmont</td>
<td>23,622,017</td>
<td>24,535,196</td>
<td>27,388</td>
<td>$ 895.84</td>
</tr>
<tr>
<td>City of Burlingame</td>
<td>26,937,169</td>
<td>28,374,864</td>
<td>30,294</td>
<td>$ 936.65</td>
</tr>
<tr>
<td>City of Foster City</td>
<td>22,850,885</td>
<td>23,349,487</td>
<td>33,490</td>
<td>$ 697.21</td>
</tr>
</tbody>
</table>