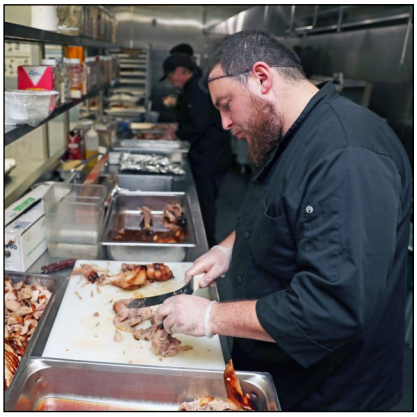
COUNTY OF SAN MATEO

COUNTY MANAGER'S

QUARTERLY REPORT *to the* BOARD *of* SUPERVISORS

WINTER 2019



Naturalization Oath Ceremony at San Mateo County History Museum, Oct. 2019

COUNTY MANAGER'S QUARTERLY REPORT to the BOARD of SUPERVISORS

WINTER 2019

Produced by the County Manager's Office
Communications Team

COUNTY OF SAN MATEO

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January 2020

Dear Honorable Board,

As we settle into a new year and a new decade, I'm pleased to present you the winter 2020 edition of the County Manager's Quarterly Report. In the past three months, we've done quite a bit of note.

Our emergency preparation was tested by a countywide disaster exercise and a trio of PG&E-driven Public Safety Power Shutoff events — practice that paid off when a construction contractor accidentally severed an underground phone line at County Center, widely disrupting telephone access that included our dispatch center. Our departments sprang into action quickly and effectively, collaborating on solutions that kept operations running and the public informed.

Our generosity was highlighted by annual holiday costume and toy drives and client luncheons fueled by donations from the community and volunteer time by staff. The County's kindness is a year-round endeavor, but the holidays are a particular opportunity to give back more.

Our vision for the County Center and Health campuses was sharpened as we finalized designs and occupancy plans for the new spaces. Each will help us provide even more efficient public services in a comfortable and sustainable environment. We are a future-focused County and today's capital investments will serve tomorrow's clients and workforce.

A year has passed since the Communications Team of my office and several of our departments embarked on this new report. I sincerely hope you find each issue an informative reminder of every quarter's significant County achievements.

Regards,

Mike Callagy
County Manager/Clerk of the Board

TABLE OF CONTENTS

ANTICIPATED BOARD AGENDA ITEMS 1

NEW MANAGEMENT EMPLOYEES 2

DEPARTMENT REPORTS

AGRICULTURE 8

CONTROLLER'S OFFICE 10

COUNTY COUNSEL 14

COUNTY FIRE 16

HEALTH 20

HOUSING 24

HUMAN RESOURCES 28

HUMAN SERVICES AGENCY 31

ISD 35

OFFICE OF COMMUNITY AFFAIRS 39

OFFICE OF EMERGENCY SERVICES 42

OFFICE OF SUSTAINABILITY 44

PARKS 48

PLANNING & BUILDING 51

PROBATION 53

PROJECT DEVELOPMENT UNIT 57

PUBLIC WORKS 60

SHERIFF'S OFFICE 64

COUNTY OF SAN MATEO

ANTICIPATED BOARD AGENDA ITEMS

AGRICULTURE/WEIGHTS AND MEASURES

Pest Detection agreement with California Department of Food and Agriculture….Jan. 2020

HOUSING

Resolution approving distribution of state and federal housing grant funds….May 2020

OFFICE OF COMMUNITY AFFAIRS

1. Census presentation to the Board of Supervisors….Feb. 2020
2. Presentation of Census self-response rates for the county and identification of areas for increased outreach….April 2020

OFFICE OF SUSTAINABILITY

1. First reading of energy and green building reach codes promoting all-electric construction and increased EV charging infrastructure….Jan. 2020
2. Presentation of CA SB 1383 and the edible food recovery program including contracts with four core service agencies to help with the collection and distribution of recovered edible food….Jan. 2020
3. Presentation of the Disposable Food Service Ware Ordinance, which would eliminate the unnecessary distribution and use of single-use food ware that is not reusable or compostable by entities that distribute food and beverages to the public….Jan. 2020
4. Adoption of the 2020 garbage and recyclables rates for North Fair Oaks and County Franchised Area (CFA)….Feb. 2020
5. Contract with Association of Bay Area Governments to receive funds to administer the BayREN program to provide energy efficiency programs countywide….Feb. 2020

NEW MANAGEMENT EMPLOYEES

COUNTY COUNSEL

Katherine F. Broderick, deputy county counsel. Kate currently serves as health contracting counsel. She fills a new role in the County, overseeing health service provider contracts at both San Mateo Medical Center and the Health System. Prior to joining the County Counsel's Office, Kate served as the assistant regional counsel at the United States Department of Health and Human Services, providing comprehensive litigation services, legal advice and counseling in virtually every area, including the Centers of Medicare and Medicaid Services, Indian Health Service, ethics, personnel and contract matters. Previously, Kate worked in private practice representing health systems in health care reimbursement disputes in mediation, arbitration, state and federal courts. She holds a bachelor's degree from California State University Channel Islands and a law degree from Saint Louis University where she was named Health Law Student of the Year.

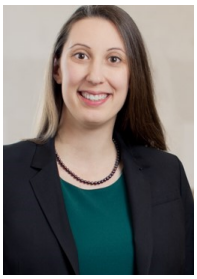
Lisa Y. Cho, deputy county counsel. Lisa represents the Assessment Appeals Board, Elections Office and a number of school districts as part of the General Education and Special Education teams. From 2008-2019, she worked as a court staff attorney for the San Mateo County Superior Court. As a senior member of the Court's staff, Lisa provided legal research and writing support to the judges, drafting memoranda, tentative rulings and orders on matters involving all areas of civil law. Previously, Lisa worked as an associate attorney at several boutique firms in Stockton, San Francisco and Los Angeles, focusing primarily on insurance defense and construction defect litigation. She holds bachelor's and law degrees from the University of British Columbia and a law degree from the U.C. Hastings College of the Law.

Ilana P. Mandelbaum, deputy county counsel. Ilana represents Peninsula Clean Energy in addition to the school districts of Belmont-Redwood Shores, Burlingame, Menlo Park, Redwood City and San Mateo-Foster City. Prior to joining the County Counsel's Office, Ilana most recently spent two years as a staff attorney at the Ninth Circuit Court of Appeals, where she advised the judges on criminal appeals and substantive motions in all areas of law. Prior to that, Ilana spent time at the Executive Office of then-California Attorney General Kamala Harris as a special deputy attorney general, where she helped develop an intergovernmental data-sharing program to inform criminal justice policy making. She also has corporate transactional experience at two prominent Bay Area-based law firms. Ilana holds a bachelor's degree from Tufts University and a law degree from New York University.

Daniel T. McCloskey, deputy county counsel. Dan represents the County and its agencies in state and federal litigation and is currently assigned to the Litigation Team, the Special Education team and the Controller's Office. Dan previously worked in the Silicon Valley offices of Duane Morris, LLP and, earlier, Greenberg Traurig, LLP, where he litigated, arbitrated and mediated a diverse range of intellectual property matters for technology companies. He holds a bachelor's degree from the University of New Mexico with distinction and a law degree from Pepperdine University cum laude.

NEW MANAGEMENT EMPLOYEES

COUNTY COUNSEL

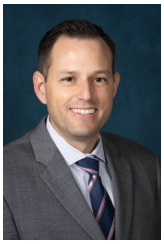


Sarah H. Trela, deputy county counsel. Sarah supports the County Manager's Office on affordable housing matters. Prior to joining the County, Sarah was a litigation counsel at O'Melveny & Myers, LLP, focusing on white collar investigations, antitrust litigation and consumer class actions. During law school, she completed clerkships with the County Counsel's Office and the United States Attorney's Office. Sarah previously served for several years as a federal economic analyst focused on illicit finance. She holds a law degree from Stanford Law School with pro bono distinction, a master's in public policy from Duke University and a bachelor's in economics and government from the University of Notre Dame cum laude.

HEALTH

Chad Below, laboratory manager, San Mateo Medical Center. Chad has over two decades in the clinical laboratory field, with 15 years in leadership roles. After serving 20 years in the United States Air Force, Chad managed hospital and reference laboratories, most recently as the assistant laboratory director at El Camino Hospital in Mountain View.

Robert F. Blake, chief operating officer, San Mateo Medical Center. Robert has over 20 years' experience in senior leadership in health care delivery systems, including serving the Memorial Hermann Healthcare System in Houston at various times as its chief nursing officer, chief human resources officer, and chief operations officer. Robert earned his Bachelor of Science in nursing from Houston Baptist University and a Master of Science in psychiatric nursing from Texas Woman's University and an MBA from the University of Houston.



Stephen Dean, chief information officer, San Mateo County Health. Stephen served in the United States Air Force, both domestically and abroad, supporting technology in critical missions. He worked in a variety of technology and operational leadership roles with health care organizations in the Central Valley before finding his way to the Peninsula. He earned a master's degree in health services management after completing a bachelor's degree in resource and technology management.

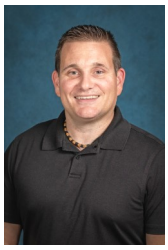
Travis Kusman, director, Emergency Medical Services, **San Mateo County Health**. Travis has over two decades' experience as a health care provider and leader in emergency medical services. He is a member of the Board of Directors of the Emergency Medical Services Administrators' Association of California and serves as chair of its disaster services subcommittee. He earned his bachelor's degree in economics and master's degree in public health policy and management at Emory University.

NEW MANAGEMENT EMPLOYEES

HEALTH

Carlton Mills, deputy director of Acute Psychiatric Services, **San Mateo Medical Center**. Carlton recently served as director of Behavioral Health Services at Broward Health Medical Center, a 716-bed trauma and tertiary center in South Florida. He has dedicated his nursing career to providing health care for underserved patients faced with mental illness diagnoses.

Elena Ricevuto, materials management medical contract analyst, **San Mateo Medical Center**. Elena has 25 years of experience in finance, with different roles at the County of San Mateo. Before coming to SMMC's Materials Management Department, her work with SMMC's Financial Planning & Analysis Team earned her the annual Excellence Award in the Team Player category. Elena holds a bachelor's degree in economics and a master's degree in business administration from Omsk State University in Russia.



James Schindler, health services manager, Resource Management Department, **San Mateo Medical Center**. James most recently completed his graduate work in gerontology at San Francisco State University and is finishing the California state requirements for nursing home administrator certification. James will extend SMMC's community care connections by identifying community placement options for medical-surgical patients who face challenges at discharge with limited resources for housing in the community.

Ricky Wing Yin Kot, health services manager, Aging and Adult Services, **San Mateo County Health**. Ricky has over thirty years of care management and leadership experience with seniors and persons with disabilities. He has been with Aging and Adult Services leadership team since 2007. He received both his Master of Social Work and Bachelor of Social Work degrees from the University of Illinois at Chicago.

Sheryl Uyan, administrative services manager, Behavioral Health and Recovery Services. Sheryl has been with San Mateo County since 2002. At BHRS Alcohol and Other Drug Services, she oversaw the criminal justice programs Drug Court and Multiple DUI Court, and provided programmatic and fiscal oversight to staff and substance use treatment contracted providers regarding compliance and funding source requirements. Sheryl holds a bachelor's degree in social work and a masters in social work with a concentration in administration and planning.

NEW MANAGEMENT EMPLOYEES

HUMAN RESOURCES

Natasha Ram, EEO analyst. Natasha will assist in conducting investigations, reports, and trainings related to Equal Employment Opportunity and Diversity & Inclusion issues. She has worked as a paralegal for a workers' compensation law firm in the Bay Area and has interned as a law clerk at the La Porte Prosecutor's Office in Indiana. She is a graduate of Notre Dame de Namur University and Valparaiso University Law School.

Jas Sandhar, **procurement manager**. Jas has served as the County contracts administrator, managing the contracts management system implementation and enhancement and overseeing the Purchasing Compliance Committee and the Contract Compliance Committee. Jas has a solid background in the public sector administration including contracts administration, procurement and grant management.

HUMAN SERVICES AGENCY

Pooja Keswani, VRS business manager. Pooja has been part of Vocational Rehabilitation Services (VRS) since 2015 and has been promoted to manage the Work Center, Catering Connection and the Offsite Training Program at South Bay Recycling. The goal of these programs is to provide hands-on work experience for San Mateo County residents who have barriers to employment.

ISD

Albert David, division manager of operations. Al has over 30 years of experience in leadership and administration, including for numerous technology companies before joining the County in 2004 as a project manager for ISD. He was appointed director of administrative and information services for HSA in 2012 before again joining ISD in 2016 to manage the Project Management Office and later the SMC Labs and Radio teams. As the new division manager of operations, he will oversee the areas of Facilities, Radio, Server, SMC Labs and Telephony. He studied engineering at West Point, graduated from the United States Army's Engineering, Civil Affairs, Intelligence and Psychological Operations Schools and holds an MBA from U.C. Berkeley.

NEW MANAGEMENT EMPLOYEES

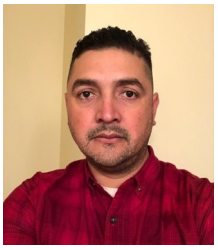
ISD

Bill Keating, division manager of applications. Bill has 23 years of information technology (IT) experience with 19 years in management. He has been with the County for six years, working for ISD in various management positions. He championed incident and change management processes and established the Change Advisory Board to oversee and manage changes to the County's IT environment. He will continue his improvement efforts as the division manager of applications, overseeing the areas of Application Support, Database, GIS, Open Data, ServiceNow, Web/SharePoint and Workday. Prior to his career in IT, Bill worked as a field biologist while earning a master's in zoology from the University of South Florida.

PARKS

Kevin O'Brien, park ranger IV. Kevin was hired by the Parks Department in 2013 as a park ranger II, in District IV (mid-coast parks). He was promoted to ranger III in early 2015 and transferred to District I where he supervised Crystal Springs Trail and Coyote Point Park. He currently works out-of-class as a park ranger IV assisting the department with capitol project management and rotates to districts to when those supervisors are in out-of-class superintendent positions.

Before joining the department, Kevin was an operations manager for Alcatel, a tech company, and dedicated 10 years of service in the United States Army.



Rogelio Castañeda, ranger IV. Rogelio was hired by the County in 2009 as a park ranger II at Huddart Park. In 2013, he was promoted to ranger II and assigned to Junipero Serra, San Bruno Mountain and Sawyer Camp Trail. Five years later, Rogelio was promoted to ranger IV at District II (South County).

Rogelio is currently on assignment as an out-of-class superintendent. He values the opportunity to learn the administrative functions of the department. He enjoys training new hires and passing on his passion for parks. He studied at Cañada College before transferring to Mount Angel in Oregon to study philosophy. Prior to joining the department, Rogelio worked for a building materials company.

PROBATION

Ivonne Bustos, institutions services manager. Ivonne graduated from San Jose State University with a bachelor's degree in administration of justice. She started her career with the Probation Department in 2002 as an extra help group supervisor (GS) in the former Hillcrest Juvenile Hall and was promoted in June 2019 as the institutions services manager for Camp Kemp.

NEW MANAGEMENT EMPLOYEES

PROBATION

Tito Addison, institutions services manager. Tito graduated from San Jose State University with a bachelor's degree in psychology and a minor in kinesiology. He has been with the Probation Department for 21 years, having started as an extra help GS at Camp Glenwood and was promoted in June 2019 as the institutions services manager supervising the Pine 5 housing unit of the YSC—Juvenile Hall.

Raul Quezada, institutions services manager. Raul graduated from San Jose State University with a bachelor's degree in management information systems and a minor in business. He started his career in the Probation Department in 2001 as an extra help GS and was promoted as an institutions services manager in June 2019 overseeing the Forrest 3 housing unit. He is also the lead for the institutions security projects.

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New Pollinator Protection Programs Implemented

In addition to implementing the relatively new hemp and cannabis regulation programs, the Agriculture Department is **also installing pollinator protection programs** in cooperation with both the California Department of Food and Agriculture (CDFA) and the California Department of Pesticide Regulation (CDPR) to improve communication between beekeepers and growers and prevent accidental exposure of European honeybees. European honeybees are important in the Central Valley for pollinating commercial tree fruit and nut crops such as almonds, peaches and citrus. **Nut and tree fruit growers contract with beekeepers during pollination season to place hives in the orchards**. Millions of hives are brought in from all over the United States to provide this service, but often neither the grower, neighboring operations, nor pest control applicators know exactly when the hives arrive or are placed in the orchard.

BeeWhere is an online application allowing those beekeepers to log their hive locations after they are placed so growers and pest control companies know where and when not to apply pesticides or — if necessary — to notify beekeepers in advance of treatments so hives can be moved. Most beekeepers in San Mateo County are hobbyists but there are commercial apiaries in agricultural production areas. **Implementation of the BeeWhere program benefits both growers and beekeepers** by providing an extra level of awareness and avenue of communication.

The Bee Safe program is through CDFA, which provides funding for agriculture commissioners to register and regulate the movement of hives and inspect for apiary colony diseases. **Through the Bee Safe program, American Foulbrood (AFB) — a lethal colony disease — was found in commercial hives on the coastside**. This disease is not uncommon but is regulated as AFB disease is lethal to colonies. **To address this finding, agriculture department staff have been working with the commercial beekeepers** and the Beekeepers Guild of San Mateo County to raise awareness, eliminate AFB from affected apiaries and prevent it from infecting neighboring bee operations.

American Foulbrood

Why is AFB such a big problem?

- An AFB-infected colony will not survive
- AFB bacterial spores are easily spread by beekeepers and bees themselves
- Spores survive for over 50 years and are not easily destroyed
- There is no cure for AFB

New Deputy Director Named

Please join us in congratulating Ione Yuen on her appointment to deputy director of agricultural services. Ione has worked for the San Mateo County Agriculture Department for almost 12 years as a biologist/standards specialist acting as lead for the department's Pesticide Use Enforcement program. In addition to her experience here in San Mateo County, **Ione has 15 years of experience in pesticide use enforcement** working for the Yolo County Agriculture Department, the Sacramento/Yolo Mosquito Abatement District, and the Enforcement and Compliance Branch at the California Department of Pesticide Regulation. In her capacity as deputy director, Ione will direct the department's Pesticide Use Enforcement program and other programs.

Staff Recruitment Thank You

Thank you Director Rocio Kiryczun and Human Resources staff, particularly Arlene Cahill and Lisa Yapching, for their assistance in a successful staff recruitment and a comprehensive review of the biologist/standards Specialist class.

HONORS

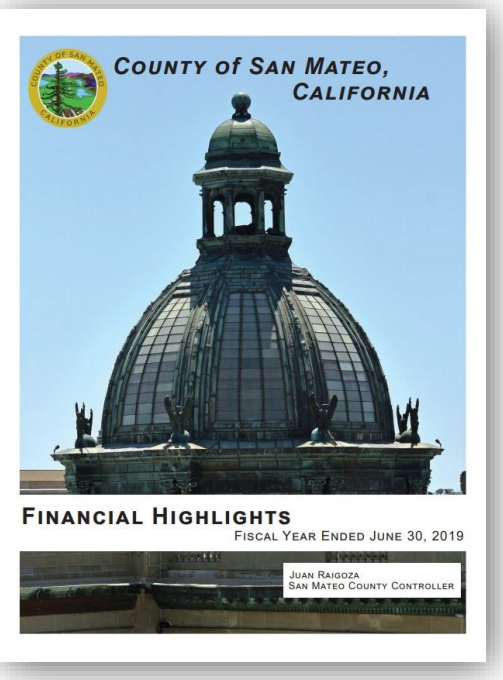
Retirement

Grant Joo: biologist/standards specialist

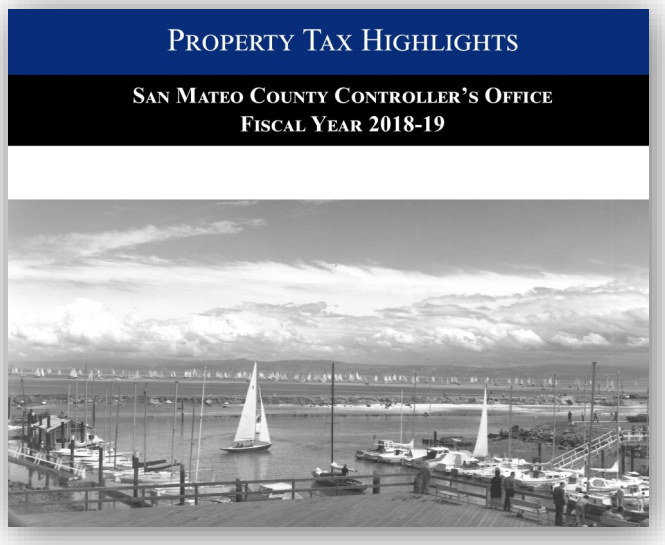
CONTROLLER'S OFFICE

Annual Financial Reports and Property Tax Highlights Publication

Our office recently issued four annual reports: the County's Comprehensive Annual Financial Report (CAFR) provides financial information to our residents, taxpayers, policy leaders, financial institutions and County management. The County's Financial Highlights Report (PAFR) summarizes essential financial results contained in the CAFR and is presented in an easy to understand manner.



For Fiscal Year 2018-19, government-wide revenues totaled $2.1 billion while expenditures totaled $1.7 billion. The County's net position increased by $392.7 million to $2.4 billion compared to the prior year. This annual increase indicates the County's financial position is improving.



The Property Tax Highlights publication for FY 2018-19 provides an overview of the property tax administration process. **In FY20, a total of $2.8 billion of taxes, debt service, and special charges were distributed to the school districts, cities, special districts and the County**. This year's report features historical photos that reflect how much has changed in only a few decades.

We also released the annual audit report for Measure K funds to the Oversight Committee. For FY 2018-19, Measure K receipts totaled $98,604,386, a 10 percent increase from the previous year. Measure K expenditures for the same period were $102,600,256.

SUPPORTED BY MEASURE K
LOCAL FUNDS
LOCAL NEEDS
WWW.SMCGOV.ORG

These reports are available at https://controller.smcgov.org

CONTROLLER'S OFFICE

Advice Offered at Career Development Day

The Controller's Office had nearly 100 visits to its Career Development Day table. Several of the guests took interest in learning more about the operations and details on the variety of positions, educational requirements and salary ranges. The Controller's staff connected with the drop-ins at the table. **Forty-three visitors also participated in a raffle to have lunch with Controller Juan Raigoza**.

For those eager to sign-up for career development advice, **Controller Raigoza and Deputy Controller Kim Le conducted numerous 13-minute speed-coaching sessions**. Employees desiring help with their career goals and challenges found this to be the perfect conversation starter with these pros.

Thanks to our team, **Michael Wilkison, Matt Slaughter, Venny Redmond, JJ Tabbay, Eric Leon, Susan Xu, Mac Gaines, Rose Rushworth, Viri Luna, Melody Lee, Jackie Law** and **Jeremy Reyes** for their participation.

Staff Surpass Heart Walk Goal

Whether you were at the event, made a monetary donation or had kind words of praise, **EVERYONE made a difference in making this a successful and amazing event**. For the 2019 American Heart Association's Heart Walk, the goal was set at $2,500. The office surpassed the target and raised $2,888.

Through the gracious donations made by the Golden State Warriors, auction items brought in $728. Twenty-seven donors gave their financial support to the Heart Walk. This year's team captain, **BJ Maniling,** coordinated and encouraged the Controller's troops to make such a measurable impact!

CONTROLLER'S OFFICE

Employee Engagement - HR Reports High Marks

The Human Resources' 2019 Engagement Results polling from 4,542 employee responses provided some valuable insight into how staff feels about their leadership, the expectations placed on them, and how improvements could be made from their perspective. The Controller's Office (CTL) received compelling results that were encouraging and worth examining in depth.

Overall Favorability Index	County	Controller (CTL)
My Job contributes to the County's ability to serve the community	93%	94%
I do more than is expected of me	91%	91%
I like the work that I do	88%	94%
I trust the Department Leadership/Executive Team in my Division and/or Department of this organization	55%	86%
Department Leadership/Executive Team in my Division and/or Department communicate honestly	53%	80%
Department Leadership/Executive Team in my Division and/or Department have created a work environment that drives high performance	52%	80%

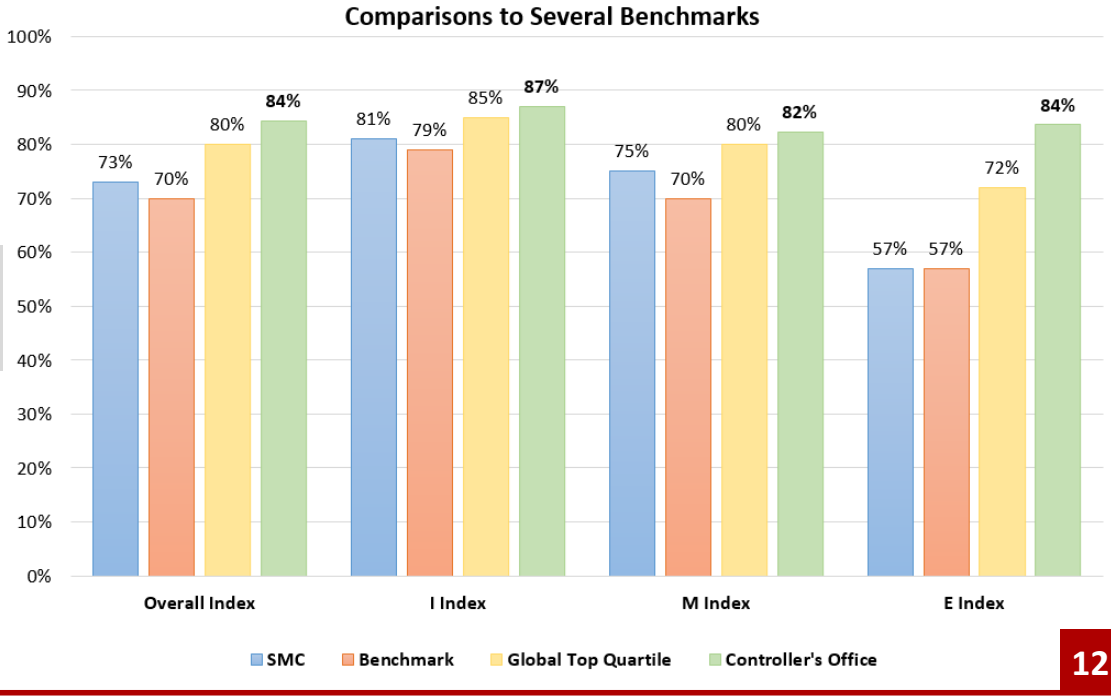
Top Satisfaction Improvement Factors 2019

	County	CTL
Career Development Opportunities	County-16%	CTL-20%
Nothing, Everything is Great	County-16%	CTL-20%
More Flexible Job Conditions	County-24%	CTL-32%

Top Contribution Improvement Factors 2019

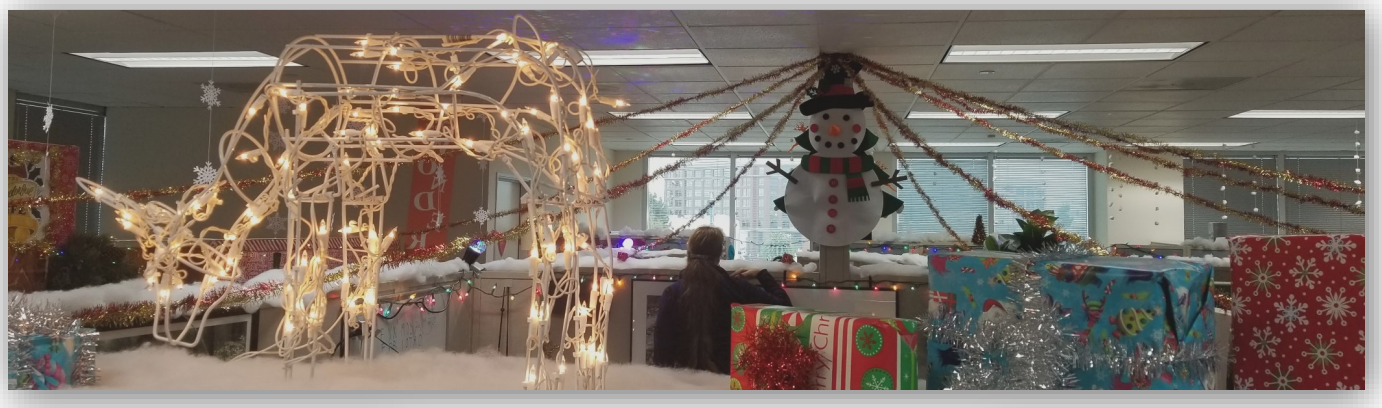
	County	CTL
Process Improvements	County-21%	CTL-16%
Better Tools and Technology	County-19%	CTL-4%
Nothing, Everything Is Great	County-16%	CTL-20%

I Index = View of Individual
M Index = View of Direct Mgr.
E Index = View of Exec. Team



CONTROLLER'S OFFICE

Decorations Abound in Holiday Villages — Team Building Event



The Controller's Office sparkled with laughs and fostered camaraderie and creativity at the first Winter Holiday Village contest. All six divisions transformed their workspaces into holiday inspired villages and were scored on theme, originality and arrangement. The Property Tax Division's "Santa's Workshop" won the People's Choice Award. The elves were tasked to complete their R&D on toys in time for the holidays. The Judges' Choice Award went to the Payroll Division's "Santa's Village" which took us on a train-ride adventure through the North Pole.

Other villages included the Reindeer Flight Audit Services (Internal Audit), Elves' Village (General Accounting), It's a Wonderful Life (Information Systems) and Finance Winter Village (Finance and Administration).

Employees of the Year Recognized

Gina di Gualco joined the County in 1985 and has played a crucial role in the Controller's Payroll Division since 2017. As system analyst, she has made contributions to the efficiency of ATKS and Workday's payroll processing by using her renowned analytical skills.

Luong Tran became part of the County in 2010 and by 2013, in her role as system analyst, was integral to the conversion project from the PIPS system to Workday. Her dedication, diligence and support to other County departments show her commitment to go the extra mile for solid results.

COUNTY COUNSEL

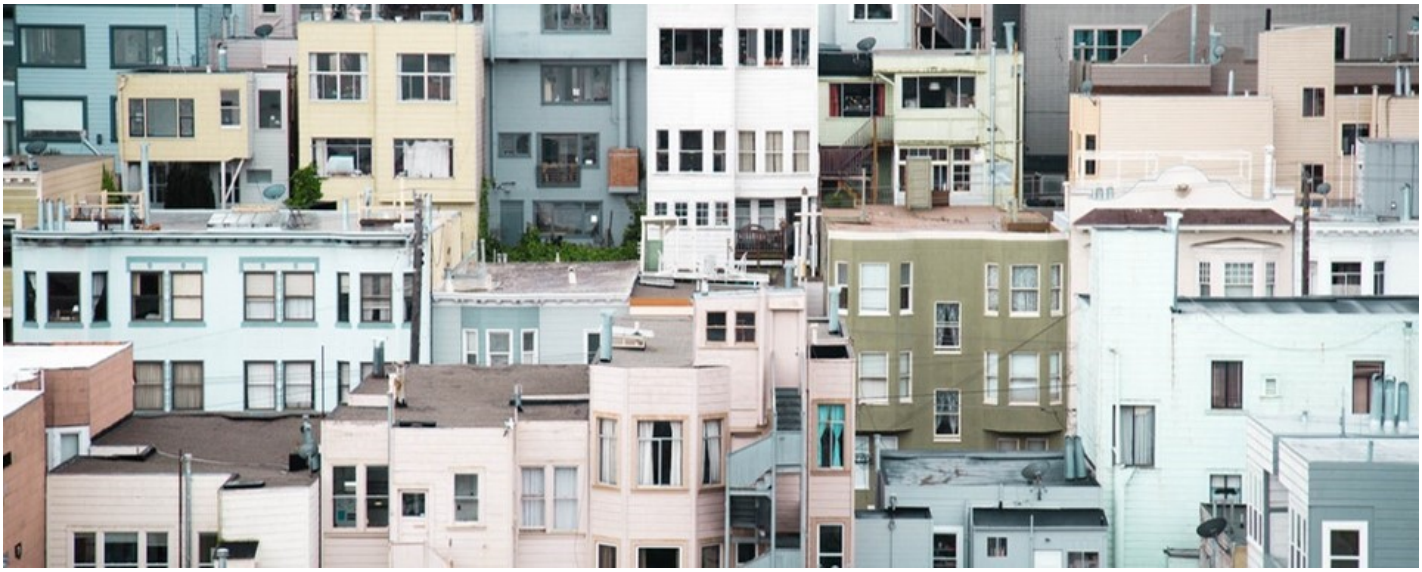
Landmark Lead Paint Litigation Settles

After nearly two decades of hard-fought litigation, the County of San Mateo, along with county counsels and city attorneys of nine other California jurisdictions **settled a case that will provide hundreds of millions of dollars to clean up the lead paint that poisons tens of thousands of children across California each year**. This case holds former lead paint manufacturers responsible for promoting lead paint for use in homes despite their knowledge that the product was highly toxic. Young children are especially vulnerable to lead poisoning, the effects of which are irreversible. Although lead paint was banned for residential use in 1978, it is still present in millions of homes in California and continues to be to the leading cause of childhood lead poisoning in California.

Rebecca M. Archer

The settlement arises out of *County of Santa Clara, et al. v. Atlantic Richfield Company, et al.*, filed in 2000. Lead Deputy County Counsel Rebecca M. Archer has represented the County in this matter since 2007.

Under the settlement agreement, the defendants — The Sherwin-Williams Company, ConAgra Grocery Products Company and NL Industries, Inc. — will pay $305 million to the counties of Santa Clara, Alameda, Los Angeles, Monterey, **San Mateo**, Solano and Ventura; the City and County of San Francisco; and the cities of Oakland and San Diego to address lead paint-related hazards, which to this day continue to be a significant environmental hazard for children in California and around the country.

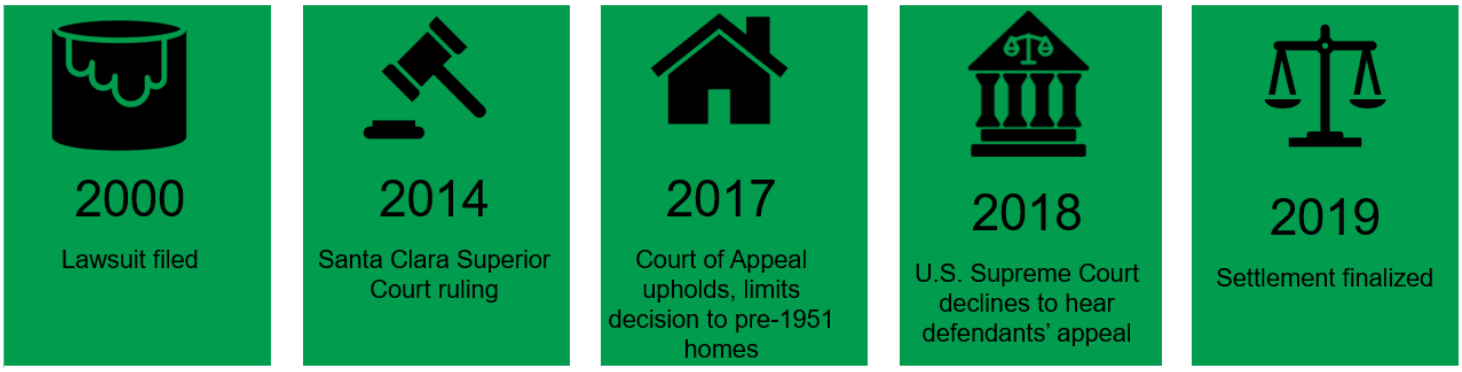


In 2014, after a six-week trial, the Santa Clara County Superior Court ruled that three former lead paint manufacturers were liable for knowingly marketing a toxic product — lead paint. **The court ordered the defendants to provide the funds needed to clean up lead paint in all homes built before 1978 in the 10 cities and counties**.

In 2017, the Court of Appeal upheld the Superior Court's decision, but limited the defendants' liability to pre-1951 homes. The California Supreme Court and United States Supreme Court each declined to review the Court of Appeal's precedent-setting decision.

Landmark Lead Paint Litigation Settles, *continued*

Prior to settlement, the People and the defendants continued litigating issues related to the final judgment and the process through which defendants would pay for the lead paint clean-up ordered by the California courts. The court had imposed a time limit of four years on the use of the funds allotted to abatement, after which remaining funds would be returned to the defendants. The court also restricted the funds to certain kinds of remediation projects, excluding homes built after 1950 and areas contaminated by exterior paint, for example. **The settlement gives cities and counties the flexibility to clean up those and other types of lead hazards. It also allows the funds to go to treatment programs for children with lead poisoning**. In addition, it ensures that all of the $305 million paid by the defendants can be used to address lead hazards, without the threat that any of the funds will revert to the defendants.



Next Steps

The settlement allows the County to access abatement funds without further delay, ends the threat of further litigation, and gives the cities and counties greater flexibility to create more expansive, efficient, and effective clean-up programs tailored to the needs of their communities. The ten cities and counties have divided the settlement funds based on the amount of homes with lead paint in their jurisdictions. **San Mateo County will receive more than $12 million dollars over six years to set up local clean-up programs designed to meet the needs of San Mateo County**.

The settlement is a victory for children and families throughout California and ensures that significant resources will go to address the lead paint crisis and that local governments have the flexibility to best protect children from this pervasive environmental hazard.

COUNTY OF SAN MATEO
FIRE DEPARTMENT

Cecile Juliette Hired to Lead Public Information Efforts

The San Mateo County Fire Department (SMCFD) recently welcomed Cecile Juliette into the position of public information officer. Cecile has an extensive broadcast journalism background, working at a variety of television news stations across the country, including NBC, ABC and CBS. Most recently, Cecile was an anchor, reporter and producer for Action News Now in Chico, where she extensively covered the deadly and destructive Camp and Carr fires.

Cecile was hired as a part of the department's Six-Year Operating Plan to reduce the wildland fire risk locally, and to keep the public informed and educated on the dangers of wildland fires. Cecile is passionate about keeping the public informed, especially after witnessing the damage done to Paradise and surrounding communities in 2018.

Cecile Juliette, San Mateo County Fire Department (CAL FIRE) public information officer

Vegetation Management Fuels Reduction Projects near Completion

The two state-led vegetation management projects in San Mateo County — at Quarry Park and along Kings Mountain Road — have neared completion. These projects were implemented and funded by the state in accordance to Executive Order N-05-19.

The King's Mountain Road Shaded Fuel Break Project has bolstered a key evacuation route from the Kings Mountain area by reducing vegetation along the roadway. This area is heavily impacted by the significant rise in Sudden Oak Death afflicting the Bay Area. Treatments included mastication, large dead and dying tree removal, burn piles and chipping.

The El Granada Quarry Park fuel break reduced an overcrowded forest of unhealthy eucalyptus, lengthened and improved existing fuels breaks, and reduced the threat to residents of El Granada. Heavy fuel loading and the vigorous sprouting of the species combine for a dangerous situation. Firefighters will continue to work in and around the area to improve parts of the project.

Quarry Park BEFORE

Quarry Park AFTER

Fire Burns more than 60 acres South of Pescadero

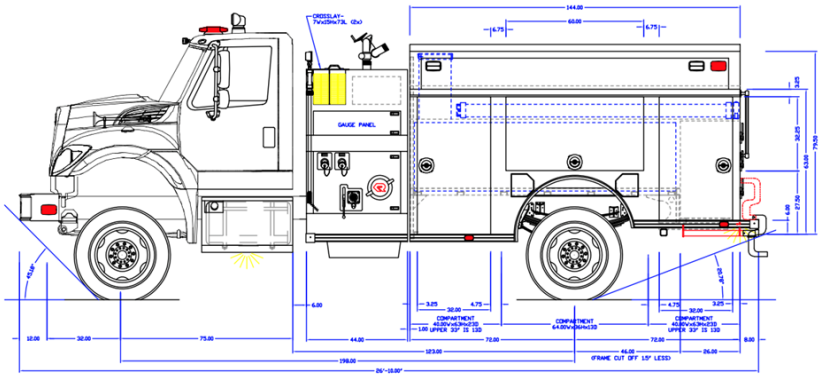
On Oct. 24, 2019, at approximately 5:46 p.m. firefighters were dispatched to a report of a fire along the south coast near the old mushroom farm at Highway One and Gazos Creek Road. First arriving units found several acres of vegetation on fire being fueled by dry fuel, hot temperatures, low relative humidity and offshore “red flag” winds. Additional firefighters and equipment were ordered from throughout the Bay Area, including fire engines, bulldozers, hand crews and water tenders. Shifting winds made containment difficult. Firefighters were able to hold the fire along Gazos Creek Road, preventing the fire from burning south into very steep and rugged terrain. Forward progress was stopped at 61 acres and firefighters spent five days mopping up hot spots.

Wildland Urban Interface Risk Reduction Staffing Focuses on Fuel Reduction

As a part of the San Mateo County Fire Six-Year Operating Plan, additional firefighters have been hired to conduct additional vegetation management projects throughout the county. These crews started work on Dec. 9 and will continue to mitigate and reduce the threat posed by wildfire.

New Fire Engine Ordered for Loma Mar Volunteer Fire Company

A new fire engine has been ordered to replace the existing fire engine at the Loma Mar Volunteer Company fire station. **The new state-of-the art fire apparatus was co-designed by local volunteers** along with the County Fire equipment committee. The engine, known as Engine 55, will be a four-wheel drive apparatus, with a robust pump capacity. The apparatus will be outfitted with new tools, hoses, breathing apparatus and communication devices, providing a significant increase in emergency response capability in the community of Loma Mar.



A design rendering of the new Loma Mar Engine 55

Fire Suppression Operations and Response Summary

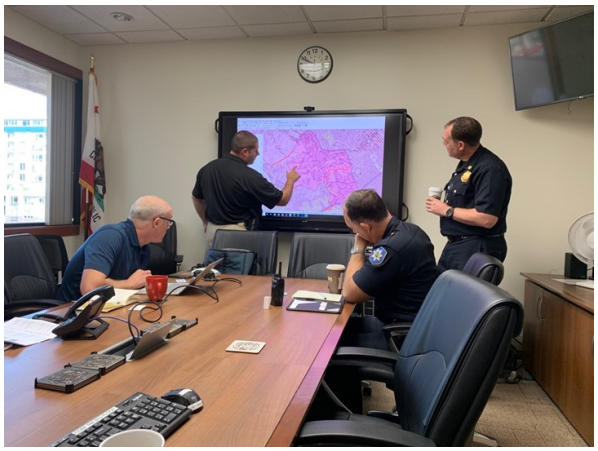
SMCFD crews have had a busy three months responding to a variety of emergencies. Overall, we saw an increase in wildland fire calls for service including a significant wildland fire on the south coast. This fire was fueled by critically low fuel moistures and unseasonably warm and windy weather. **San Mateo County experienced several "red flag warnings" due to the weather, conditions that were only more difficult to contend with due to Public Safety Power Shutoff (PSPS) events.** There were no significant structure fires within the SMCFD's response area in Q4, but there were several vehicle accidents, hazardous materials incidents. Additionally, several remote area and ocean rescues occurred. Firefighters from SMCFD were sent to several larger blazes throughout the state, including the Kincade Fire in Sonoma County.

Supervisor David Canepa and Battalion Chief Brian Ham speak about the San Bruno Mountain fire

Dec. 9 marked the commencement of an increased staffing level on Ladder Truck 17, servicing the Highlands Community. Daily staffing on Truck 17 is now four, one of whom is a licensed paramedic. This staffing level brings the apparatus into alignment with National Fire Protection Association (NFPA) and other local fire agencies. Truck 17 is a critical resource that helped propel CSA #1 into a "Class 1" rated fire protection area by ISO, a highly coveted and infrequently issued rating. Permanent full-time ladder truck staffing increased to four.

SMCFD Fire Prevention Efforts Continue

In 2019, firefighters spent hundreds of hours conducting defensible space inspections throughout the county, completing 1,677 in total. During these inspections, firefighters made contact with hundreds of homeowners and tenants, in different areas of the county, giving customized, individual guidance on the best practices related to reducing flammable vegetation around their structures.



Fire prevention efforts also included **continued focus on countywide standardized evacuation zone planning**. This included meeting with all fire and law enforcement agencies across the county to ensure agreement on all the pre-disaster zones. The project is nearing completion with

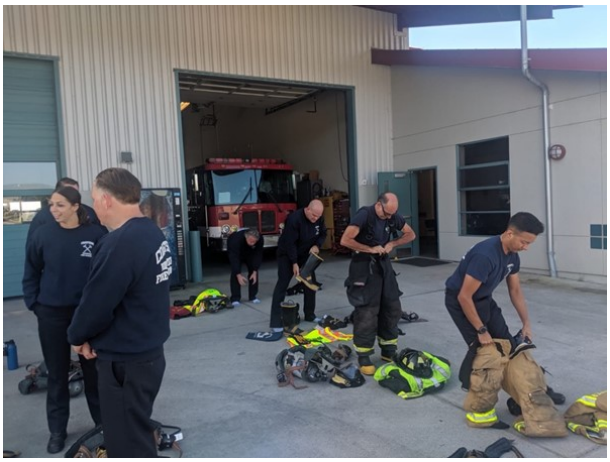
2019 Fire Prevention Activity	September	October	November	December	Total
Plan Reviews (Commercial)	2	3	2	3	**10**
Plan Reviews (Residential)	6	4	6	6	**22**
Weed Abatement Complaints	1	9	1	0	**11**
Permits	0	0	0	0	**0**
Inspections: Sprinkler/Hydrant/Tanks	8	2	8	6	**24**
Inspections: Other	7	10	7	9	**33**
Inspections: Mandatory (Title 19)	0	1	0	8	**9**

COUNTY FIRE

Training Summary

We have completed more than 3,139 hours of training in the past three months.
Our employees have attended the following classes:

- **Seven-week Company Officer Academy**
- **Six-week Firefighter Academy**
- **CPR**
- **Pediatric Advanced Life Support**
- **Advanced Cardiac Life Support**
- **San Mateo County Trauma Course**
- **Company Officer 2A**
- **San Mateo County Truck Academy**
- **Rapid Intervention Crew Operations**
- **San Mateo County Volunteer Firefighter Academy**



Volunteer firefighter academy in Half Moon Bay

A new group of volunteer firefighters completed their initial firefighting, EMS, and Hazardous Materials training and will bolster the volunteer ranks in Loma Mar, Kings Mountain, La Honda and Half Moon Bay. Additionally, current volunteers completed the following training courses over the past four months:

- **HAZMAT First Responder Refresher**
- **Hose Drills**
- **Pumping Exercises**
- **Wildland Training**
- **Cliff Rescue Training**

Upcoming training in the next few months includes:

- **Infrequently Used Medical Skills**
- **Incident Command System I-300**
- **CPR Instructor**

FUTURE DIRECTION

1. Finalize order for continued replacement of fire apparatus
2. Identify additional large-scale vegetation management projects
3. Rollout the countywide Standardized Evacuation Zone project
4. Install new Mobile Data Terminals connected to County Public Safety Communications Computer-Aided Dispatch (CAD)
5. Purchase new auto extrication equipment
6. Hire an additional battalion chief

SAN MATEO COUNTY HEALTH

Transforming Outpatient Medical Care

San Mateo Medical Center begins process for more comprehensive engagement with 19,000 patients

San Mateo Medical Center (SMMC) has begun a process to transform how it delivers outpatient adult care at its clinics throughout the county. The bulk of SMMC's patients are the 52,000 assigned by the Health Plan of San Mateo to have SMMC as their medical home. There are 13,000 patients in this group who have not been linked to a primary care provider or received care. An additional 6,000 have received care in the past but have not been seen in the last 18 months. The remaining 33,000 patients often face long wait times for specialty appointments and follow-up care.

Seeking to maximize health outcomes for those who face challenges in accessing high value, comprehensive care, a pilot program at the Fair Oaks Health Center was launched this fall and will be replicated at other SMMC clinics in the coming months.

Using SMC Health's LEAP methods and tools for analyzing and improving processes, staff at SMMC sought to understand why current systems were not meeting patient needs. Analyzing data and patient and staff feedback produced several findings. Services were available in some clinic locations but not in others, and services were not available without an appointment. **The system is not currently set up to meet all patients' needs in a convenient and timely manner, which leads to patients waiting, not receiving services or seeking services elsewhere.** Most services required referrals and separate appointments, and patients were unclear about referrals to ancillary care, such as lab tests and physical therapy services.

This current system leaves about 19,000 patients without care, and along with rising costs and a reduction in other funding streams has contributed to a $48 million budget gap at the SMMC.

Key improvements:

- More needs met in one visit result in fewer follow-up visits and reduced no-shows
- Warm hand-offs to services beyond primary care (ancillary, specialty) improve transitions in care
- Fewer follow-up visits create space to serve other patients waiting for care
- New patients are engaged early to identify and meet their health needs

Transforming Outpatient Medical Care, *continued*

Moving to a care-team model, staff will engage patients around promoting health and prevention, managing chronic disease, and meeting acute medical or behavioral health needs *in a single visit*, while ensuring smooth transitions when care must be delivered in other settings.

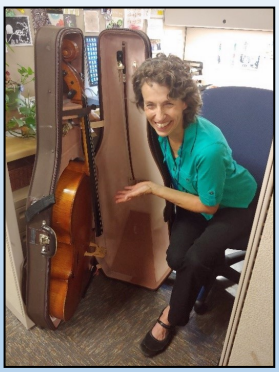
Staff who have traditionally handled appointments, registered patients, verified coverage to prevent delays in billing, or taken vitals will retain those tasks but will now be more involved in care coordination. As care team members, they will join the daily team huddle to plan patients' visits for the day and will help connect patients to outside services if necessary. They will make sure patients' preventative care needs are met, including immunizations, mammograms, and other services. Nurses and primary care providers will continue to manage common chronic, acute, and new medical conditions, but they will review patients' health needs daily and create a plan to ensure every team member's skills and expertise are utilized to the fullest.

Proposed schedule (Tentative)
December: Fair Oaks Health Center
January: Innovative Care Clinic
February: Daly City Clinic
March: South San Francisco Clinic
April: Coastside Clinic

Having a care team meet all health needs in a single visit improves the quality of care and the patient experience. All preventative care needs are known in advance and can be handled during one visit. If a new health need is identified, patients are offered that service through a warm hand-off in real time. The new model also includes a process to connect new patients to a care team as quickly as possible.

Staff Recognition

Julie Hosfeldt of Family Health Services joins Avana Andrade of the Office of Sustainability and Joann Lov of the Sheriff's Office as a 2019 honoree by Women in County Government. Julie is recognized as a development champion.
A dietician in the Women, Infants, and Children (WIC) program, she has served the County for 34 years, promoting healthy eating in the underserved areas of the county. Her garden education programs in schools culminated the HEAL Project Farm, which received support from County leadership. The farm that grows fruits, vegetables and grains now brings in more than 4,000 children annually from different schools to the Coastside to sow, harvest and cook what they picked from the farm.



Disaster Preparedness

County Health responds to mass flooding as part of statewide exercise

Emergency response partner agencies and cities across San Mateo County participated in the annual California Statewide Medical and Health Exercise in November at the San Mateo County Event Center. **The exercise was hosted and coordinated by the Health Emergency Preparedness unit of Emergency Medical Services (EMS)**. In a catastrophic flooding scenario, agencies established an evacuation and operations location to train staff and volunteers on shelter setup, communications, animal sheltering, medical and behavioral health services for shelter residents, coordination with partner agencies' medical capabilities and training for guide dogs in shelter environments.

County Health stood up its Department Operations Center (DOC) according to the protocols of the Incident Command System. In previous exercises, Room 100 on the Health campus had served as the DOC. This scenario gave staff the opportunity to manage operations from a field location.

Supporting the DOC were staff from the Information Services Department (ISD) and Office of Emergency Services (OES), who deployed the Mobile Interoperability Gateway Unit, a communication vehicle to provide phone and internet connections for the 45 staff in the DOC.

The shelter exercise utilized actors to present critical medical conditions such as heart attacks, seizures and strokes, as well as signs of stress and other mental health concerns. Physicians, paramedics, public health nurses, along with clinicians from Behavioral Health and Recovery Services, provided care.

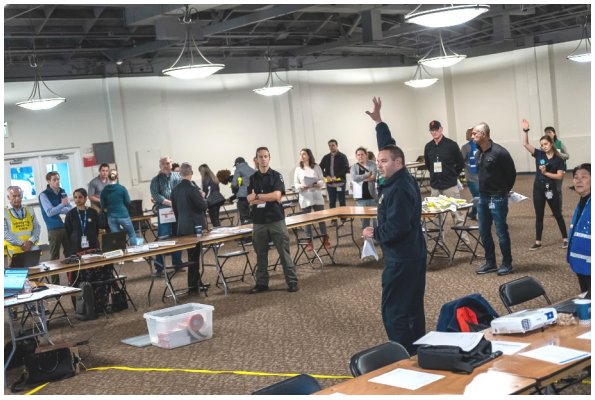
Environmental Health Services activated its Disaster Assessment Response Team. Thirteen staff worked with the shelter to assess compliance with mass shelter housing, food safety, vector control, and solid, liquid and medical waste requirements.

Disaster Preparedness, *continued*

The Peninsula Humane Society practiced setting up an animal sheltering operation, which is vital in an evacuation since it allows people to come to a shelter without being separated from their pets.

Exercise participants included San Mateo County Health, San Mateo County OES, American Red Cross, San Mateo Consolidated Fire, National Guard, American Medical Response (AMR), San Mateo County Health Care Coalition, Atherton ADAPT, Belmont Police Department, Central County Fire, the cities of South San Francisco, Daly City, East Palo Alto, Hillsborough CERT, Millbrae CERT, Redwood City CERT, and the Peninsula Humane Society.

The Statewide Medical and Health Exercise is promoted by the California Department of Public Health and the Emergency Medical Services Authority for local, regional, and state agencies, as well as private healthcare providers across California.



FUTURE DIRECTION

California Advancing and Innovating Medi-Cal

County Health leaders have been actively engaged with the State Department of Health Care Services and other stakeholders in offering input to the next Medi-Cal Waiver that will impact the Health Plan of San Mateo (HPSM) and both the financing and services Health divisions provide to Medi-Cal beneficiaries in San Mateo County. The final approved Medi-Cal Waiver may be implemented as early as January 2021 as the existing waiver expires in 2020.

Lead Settlement

San Mateo County's share of Settlement funds is approximately $12.4 million net of counsel reimbursement, with first payment of approximately $2.6 million received in September. In the spring, County Health will provide an update to the Board of Supervisors on the program to mitigate lead paint-related hazards.

HOUSING

DOH Undergoes Management Changes

With the naming of Ken Cole as director of the Human Services Agency, **Ray Hodges was named the interim director of the Department of Housing (DOH)**. Ray has been with the County since July 2015 and made invaluable contributions to our DOH and those it serves. His experience with housing in San Mateo County and previously as director of planning and development for the New York City Department of Housing Preservation and Development provide him the experience needed to guide the department during the upcoming recruitment period for a permanent director.

Moving Housing Forward

DOH announced on Dec. 6, 2019 the following Notices of Funding Availability (NOFA):

I. Federal CDBG/ESG NOFA for Community Development Activities (Public services, shelter services, rapid re-housing, fair housing, micro-enterprise, minor home repair programs)

II. Federal CDBG/HOME NOFA for Housing Development and Public Facility Improvements

III. State ESG 2020 NOFA for Shelter Operations and Rapid Re-Housing

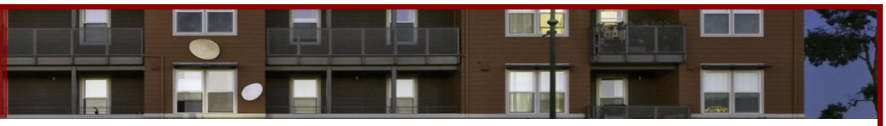
Funding being made available through these NOFAs will be from the Federal Community Development Block Grant (CDBG) program, the Federal Emergency Solutions Grants (ESG) program, the Federal HOME Investment Partnership (HOME) program, and the State of California Emergency Solutions Grants (State ESG) program. The NOFAs, schedule and funding priorities are posted on the Department of Housing's website, under "NOFAs, Bids & Proposals" at https://housing.smcgov.org.

A resolution for approval of the distribution, as ranked by DOH staff and the Housing and Community Development Committee, will be brought to the BOS in May 2020.

Project-Based Voucher RFP Released

On Dec. 2, Housing Authority of County of San Mateo (HACSM) and DOH issued a Request for Proposal for 200 project-based Section 8 rental assistance vouchers. The department's two divisions jointly award project-based vouchers to competitive new construction affordable projects to support rents for very low- and extremely low-income tenants. **The rental income generated by the vouchers also helps our developer partners obtain private financing** which reduces the amount of Measure K, HOME, and CDBG capital subsidy needed to construct new affordable housing developments.

HOUSING



353 Main Street - Redwood City

125 Units of Affordable Housing | Under Construction – Completion Estimated October 2021

- $57,896 in County General Fund Veterans Preference
- $7 million Moving to Work Reserves from Affordable Housing Fund (AHF) 6.0
- HACSM providing 81 Section 8 project-based vouchers (19 reserved for County clients)

Bay Meadows Affordable – San Mateo City

68 Units of Affordable Housing | Under Construction – Completion Estimated March 2020

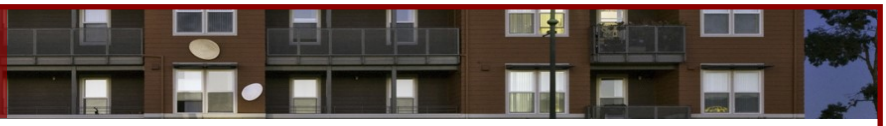
- $1,738,413 CDBG FY 17-18
- $7 million AHF 5.0
- HACSM providing 34 Section 8 project-based vouchers and 12 Veterans Administration Supportive Housing (VASH) vouchers

Arroyo Green Senior Apartments – Redwood City

117 Units Senior Housing | Under Construction – Completion Estimated November 2020

- $2.5 million AHF 4.0
- $3,994,726 AHF 5.0
- $2.6 million AHF 6.0
- HACSM providing 89 Section 8 project-based vouchers and 10 VASH vouchers

HOUSING



2821 El Camino Real — North Fair Oaks

67 Units of Affordable Housing | Under Construction – Completion by January 2021

- $1 million AHF 4.0
- $5.8 million AHF 5.0
- HACSM providing 32 Section 8 project-based vouchers and 27 VASH vouchers

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Mosaic Garden — Redwood City

55 units Affordable Apartment Preservation and Rehabilitation | *Completed October 2019 and 100 percent leased as of mid-December 2019.*

- $5,883,211 Affordable Rental Apartment Preservation Program (ARAPP) Acquisition
- $2,546,000 ARAPP rehabilitation
- HACSM providing 31 Section 8 project-based vouchers and eight VASH vouchers

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Redwood Village Mobile Home Park

- Eight units replaced to date from Phase I
- 16 units replaced for Phase II
- 23 units replaced for phase III (as of mid-December 2019)

Final punch list being managed at end-of-year. Completion celebration for County staff/residents to be scheduled in new year.

Project included County-funded demolition of old units, repaving of lots, and purchase of new units. New units are purchased by residents with a 0.25 percent, 30-year loan from the County, which covers the cost of the new unit, a portion of the

Middlefield Junction Update

Middlefield Junction is a planned 179-unit, 100 percent affordable development located in the North Fair Oaks community of unincorporated San Mateo County. The three-acre site is located behind the South County Health Clinic at 2700 Middlefield Road and will include housing for families, a childcare center and public community space. **The 179 units of one, two and three bedrooms, will be restricted to households between 30 percent and 80 percent of Area Median Income (AMI), and 15 percent to 20 percent of the units will be set aside for persons experiencing homelessness**. The development offers enormous potential to improve the housing and amenity needs of the North Fair Oaks Community's existing residents, as well as expand the supply of much-needed affordable housing in the Bay Area.

Mercy Housing, as the selected developer, with BAR Architects, received development approvals in October 2019 under state law, Senate Bill 35. In partnership with the local community-based nonprofit, El Concilio, a robust community outreach process yielded significant support for the project. The design development process has continued integrating feedback from the community — maximizing the number of affordable units, emphasizing connectivity to the neighborhood, enhancing open spaces and strengthening public community space.

In September 2019, the San Mateo County Board of Supervisors approved project funding of up to $11,287,043 as part of the Affordable Housing Funds, primarily sourced from voter-approves sales tax Measure K. The development team is evaluating the use of multiple state Housing and Community Development (HCD) financing sources including Affordable Housing and Sustainable Communities (AHSC), No Place Like Home (NPLH) and Infill Infrastructure Grant Program (IIG). State sources will likely be combined with 4 percent low-income housing tax credits and tax-exempt bonds. Construction is anticipated to start mid-2021 with units ready for lease in 2023.

Midway Village Update

In partnership with MidPen Housing Corporation, the Housing Authority of San Mateo County is redeveloping its Midway Village property, located in the Bayshore neighborhood of Daly City. Midway Village consists of 150 affordable rental units, a city park and a child development center. MidPen has undertaken extensive resident and community engagement efforts, including four resident workshops, one community open house, and several presentations to local associations and community groups, to gain insights into the community's needs, solicit feedback on draft plans, and address community concerns regarding the redevelopment project. In November 2019, MidPen submitted its master plan for the redevelopment of Midway Village to the City of Daly City for its review.

The master plan includes four phases of new construction affordable rental and homeownership housing development, totaling 555 units, and one phase which includes the preparation of a new city-owned park site. All current Midway Village residents will be relocated onsite; no residents will be displaced in the redevelopment process. Phase I of the redevelopment, which is scheduled to begin construction early 2021, will include 149 new units of affordable housing, one large parking structure, a number of indoor and outdoor resident serving spaces and a children's playground.

Open Enrollment – Benefits Division

Open Enrollment is a very pivotal time of year for employees to take advantage of electing and/or changing the vast number of benefits offered to them. **Open Enrollment launched in October 2019 and we were very delighted to see that over 73 percent of County employees actively processed their open enrollment** in Workday. This year employees saw several new benefit enhancements. During the 2019 Life and Disability RFP process, the County and members of the Benefits Labor Committee negotiated an **increase in additional life coverage for employees from $500,000 maximum up to $750,000**. There was also a negotiated **increase in the guaranteed issue spousal additional life benefit from a $25,000 maximum to $50,000** while securing an overall premium reduction for both the employee and employer. **The RFP process resulted in a cost savings of 8.1 percent for the employer and 10.1 percent** for the employees with a rate guarantee of four years.

Other enhancements this year included a vision "Suncare" benefit for all employees who opted to enroll in the vision buy-up plan. The "Suncare" benefit provides a value of $200 towards ready to wear sunglasses for employees and/or other covered dependents who are enrolled in the vision buy-up plan but do not require prescription eyeglasses or contact lenses.

Lastly, the County's Blue Shield HMO Trio plan offered several plan enhancements to encourage employees to enroll in this lower cost Blue Shield HMO alternative plan. While these numbers did not see the growth that we anticipated, **we are continuing our strategic efforts to enhance the Blue Shield Trio HMO product and will continue to work towards growth initiatives.**

Voluntary Benefits – Benefits Division

Voluntary benefits are a creative and innovative way to round out our benefit package by offering a **more comprehensive array of products that help attract and retain employees**. To help drive employee engagement and add some flexibility in benefit coverage, the County launched a series of voluntary benefits in 2018. Initially, accident, critical illness and hospital indemnity plans were offered. While initial enrollment numbers looked great, it was important to continue building voluntary benefit offerings and provide additional benefit packages to employees and their families.

During the 2019 Open Enrollment, pet insurance, legal insurance, home and auto policies were added to the growing list of voluntary benefit offerings. These plans saw a tremendous amount of interest as demonstrated in the final enrollment numbers at the close of Open Enrollment in November 2019.

- See chart on following page -

Voluntary Benefits – Benefits Division, *continued*

Pre-Open Enrollment		11/13/19		Change		
Product	Enrolled Count	Product	Enrolled Count	Product	Enrolled Count	%
Accident	219	Accident	281	Accident	62	28%
Critical Illness	182	Critical Illness	239	Critical Illness	57	31%
Hospital Indemnity	162	Hospital Indemnity	211	Hospital Indemnity	49	30%
Legal	0	Legal	286	Legal	286	n/a
Pet	0	Pet	337	Pet	337	n/a
Total	563	Total	1354	Total	791	140%

Wellness Dividend – Benefits Division

The County's **Wellness Dividend program** is a major initiative in the County's commitment to an organizational culture of success and well-being. Employees are encouraged to initiate or expand positive lifestyle behaviors. The Wellness Dividend focuses on employees' individual interests and needs so they will be able to take a more personal approach in their health, well-being and unique activities they complete. The program is designed to move our current model from an awareness of health risks to engaging employees in healthy behaviors. Activities include classes in nutrition, ergonomics, elder care, physical move challenges, bike to work and recreational activities. These programs **improve the overall well-being of employees** by creating ways to balance work and family responsibilities, **empower employees** with tools to achieve their best possible health, and **create a positive impact on employee engagement, morale and job satisfaction**. This year we implemented a Wellness portal called "Prevention Cloud" which helps support a strategic Wellness program, provides the capabilities to capture employee's participation and provides an avenue to navigate their health.

YouMatter! Be healthy
SAN MATEO COUNTY WELLNESS

The Wellness Dividend program design has employees complete an online health assessment and take three wellness elective activities of their choice. The dividend activity cycle was from Feb. 1 to June 30 and the $250 dividend was paid out on Nov. 8. Fifty percent of our employees completed the online health risk assessment and 32 percent completed the newly enhanced Wellness Dividend program. We look forward to growing the program and increasing our employee's engagement in their overall well-being.

HUMAN RESOURCES

HR Proud of Heart Walk Participants

The County supported the fight against heart disease and stroke by walking and raising funds for the 2019 Bay Area Heart Walk at Coyote Point Park. Thanks to the support of executive sponsor, **Supervisor David Canepa**, **664 staff** participated in the event and **over $96,000 was fundraised**, bringing us to **nearly $1 million raised since 1999**.

We'd like to thank departments for their support and the **41 Heart Walk coaches** for their tremendous efforts recruiting walkers, raising the funds and coordinating their teams.

Top fundraiser recognition with Supervisor David Canepa

Wellness Program Earns Workplace Health Achievement Award

The **County of San Mateo Employee Wellness Program** received **silver level recognition by the American Heart Association (AHA)** for the second year in a row!

The AHA's Workplace Health Achievement Index measured the County on the comprehensiveness and quality of our workplace health program, and the overall heart health of our employees.

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VRS Annual Holiday Luncheon Dishes Up Season's Greetings

HSA hosted the 31st Annual VRS Holiday Luncheon on Dec. 12. Supervisors Don Horsley and Dave Pine, along with the many legislative aides and top County leadership, served a hot meal to 140 clients.

National Adoption Month Celebrated

November is National Adoption Month and **the Children & Family Services (CFS) branch brought awareness for the need of adoption families with a presentation to the Board of Supervisors on Nov. 12**. HSA invited Tom Bauer and his family to share their personal journey through adoption and the tremendous rewards for adopting their teenage son. Family Services Director Jennifer Valencia shared with the Board of Supervisors that **our social workers completed 30 adoptions in the last fiscal year and those children now have devoted parents, a permanent home and a loving family**. CFS celebrated National Adoption Month with the Courts on Nov. 22 where five families completed their adoption process. VRS provided the catering for the reception and the nonprofit Cake4Kids baked cupcakes for the families to enjoy. Thank you to all the social workers for your continued dedication to serving the children of San Mateo County.

Annual Veterans Luncheon Grows in Size

HSA, the Veterans Commission and Supervisor Warren Slocum hosted the **fourth annual Veterans Luncheon to honor and celebrate our county veterans**. This was an exciting year as the annual luncheon was hosted at a larger venue (Burlingame Marriott) due to its past success. **Over 350 attendees**, including three World War II veterans, celebrated this year's recognition of Leo McArdle as our Veteran of the Year, John Helin as our Patriot of the Year, and Jasper Ridge Farm as our Enterprise of the Year. Congratulations to all the awardees! **HSA is already planning for next year's event, to be hosted at the Pullman Hotel**.

Children's Fund Helps During the Holidays

HALLOWEEN

Every year, the Children's Fund provides costumes to children in County services (foster youth and public assistance programs). **This year, the Children's Fund provided 200 costumes to ensure no child was left behind for Halloween**. Two hundred children were able to go trick-or-treating and participate in their schools' parades this year due to the donations to the Children's Fund.

HOLIDAY GIFTS

Thanks to the countless teams of volunteers and staff from HSA, over 4,616 gifts were distributed to 2,405 low income and foster youth for the holidays. This legacy program has been fulfilling the wishes of children for over 40 years and wouldn't be possible without the thousands of donations from residents of San Mateo County, hundreds of volunteers and the well-orchestrated Children's Fund Team that organizes this program.

HOLIDAY GIFTS, *continued*

Daly City Office Update

We are near the finish line for the Daly City Office. The remodeling is right on schedule and HSA will start planning the reopening of the office with community leaders and our staff.

CLIENT SNAPSHOT

Medi-Cal individuals
121,313 (December)

CalFresh individuals
19,095 (December)

Children & Families cases
368 (December)

CalWORKs individuals
1,660 (December)

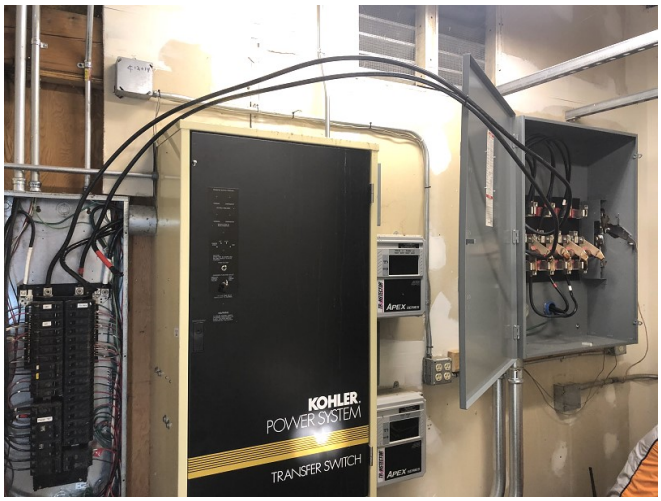
ISD Responds to Public Safety Power Shutoff

In October 2019, **Pacific Gas and Electric (PG&E) conducted three Public Safety Power Shutoff (PSPS)** events to prevent downed power lines or vegetation contact with its equipment from sparking fires. Some of California's most destructive blazes in recent years were started by the utility's power lines.

Mobile generators were deployed to provide power to critical communication sites

In August, when the possibility of PSPS was raised, ISD's Radio Team conducted an analysis **of 11 key communications sites likely to be impacted by power shutdowns** and ISD's ability to weather the outages. The analysis concluded that the power **unrefueled runtimes for ISD Information Technology sites ranged from approximately 16 hours for (COB2) to 6+ days** for the North Peak radio site on Montara Mountain. The Radio Team's ongoing preventive maintenance checks and service program, particularly with the direct current inverter plants at major data and radio sites, were a key preparedness factor.

Once the Radio Team received notification of an impending wave of PSPS from ISD's management team and the Office of Emergency Services, it moved into emergency response mode. ISD Leadership established the objective that **the number one priority for ISD was to provide for the safety and security for countywide emergency responders** as well as **maximize the protection of the public health and welfare of the county residents**.



ISD team members crafted a temporary power rewire solution to bypass failed equipment

ISD's response included moving to 24/7 staffing mode, reviewing and updating emergency action plans, and informing and coordinating with staff for coverage. **A key element was the deployment of generators borrowed from County's OES at the most critical communications sites** of Huddart, Pigeon Point and Pescadero. During the outages, the crew made onsite status checks, monitored fuel levels, coordinated with OES and the Department of Public Works. The events were not without incident and **ISD's team used creative methods to temporarily address failures until permanent corrections could be made**.

When the windstorms of October abated, the county land mobile radio environment was intact, and staff had gained valuable experience that they will carry with them to future events.

INFORMATION SERVICES DEPARTMENT

Enterprise GIS Program

The Enterprise GIS Program undertook several projects this year and **made many improvements to its GIS infrastructure**. One of the important tasks this year was to migrate and upgrade several internal and public GIS applications to the latest version of Geocortex platform. As of today, both the **internal and public versions of the County GIS Portal have been successfully upgraded**. The internal version of the application, **Property Information Portal, and the public facing version, Property Maps Portal, are now fully implemented and available** to County staff, partners and the general public.

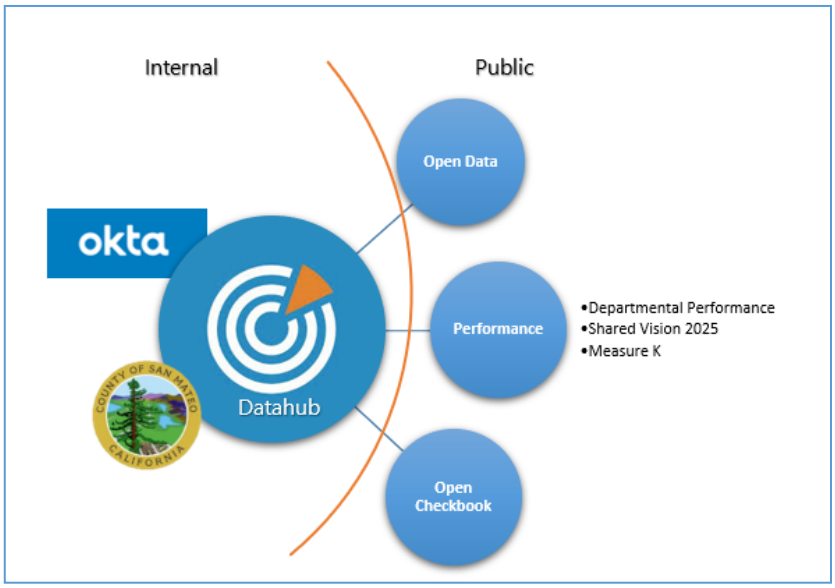
In addition to the infrastructure improvements and application upgrades, the program team collaborated with several stakeholders departments (Public Works, Parks, Planning & Building and Public Safety Communication) to initiate the Enterprise GIS Data Architecture Design project. **The project focuses on standardizing the County's critical business GIS datasets** using an industry local government informational model (LGIM). **This effort marked the first step towards conforming our GIS datasets to the new "Parcel Fabric"** scheduled to be released in 2020 by the Assessor's Office.

ISD Teaches SFSU Students About Team Effectiveness

In October, members of ISD's Business and Fiscal Administration team participated in a group project led by college students from San Francisco State University. The business management students are currently enrolled in a course about managing teams with a focus on team effectiveness. They conducted **one-on-one interviews with the fiscal and procurement teams**, gathering copious amounts of data that was analyzed and incorporated into a large class presentation. The students were very appreciative of the ISD staff's level of engagement to support them and were happy to report back that their presentation received the top grade in their class — a full 100 percent! A big hand to our staff for their **contribution and efforts to promote a community-focused culture** within ISD.

Open Data Program

The major highlight of this year for the program was the **migration of the Open Data Portal to a new cloud platform** called Socrata's Connected Government Cloud (SCGC). The new platform also offers updated modules for Open Budget, Open Payroll, Capital Projects Explorer and Performance Optimization Cloud. It also features an **internal facing Datahub** with access provided to County staff through Okta. The **public facing platform hosts Open Data, Performance and Open Checkbook**.



The new SCGC platform hosts elements available to internal County users and to the public

Between January and June 2019, there were approximately 69,000 page views of the Socrata public facing site, of which ~10,000 views were through embeds (tables, graphs and other graphics) from various sites. The **most searched terms for this time period on the portal were: RICAPS** (Regional Climate Action Planning Suite Program), **CUPA** (Certified Unified Program Agency [San Mateo County's Unified Hazardous Waste and Hazardous Materials Management Regulatory Program]), **health**, **reports from "Report it! SMC"** and **parcels**.

Top Search Terms

Name	Count
CUPA	412
ricaps	365
health	336
Reports from Report It! SMC	104
parcel	97

Connect19 - Communities & Technology: Imagining our Future

ISD was a proud partner at San Mateo County's annual Connect19 technology conference on October 29. Sponsored by the San Mateo County Economic Development Association (SAMCEDA), Supervisor Warren Slocum, California Speaker pro Tempore Kevin Mullin and Assemblyman Marc Berman, **Connect19 focused on the role of technology and innovation in government services, IT workforce development and how to tackle the Bay Area's high cost of living**. Ulysses Vinson from ISD's SMC Labs participated in a panel discussion on the "Future of Cities". **The panel discussed the importance of public/private partnerships in order to deploy new tools** like "edge" computing, robotics, and artificial intelligence (AI) to improve government efficiency and delivery of service. The panel also talked about how new technology is reshaping land-use policy and mobility trends, as well as how to accommodate the needs of a new technology driven workforce.

ISD Shares Knowledge with International Delegates

In the last quarter, ISD hosted three international delegations in their Redwood City office.

On Oct. 9 and Dec. 4, IT executives from Japan visited ISD to hear about the County's work in the areas of **open data, innovation and chatbots**. Staff and managers from ISD's Client Success, SMC Labs, GIS, Open Data and Web teams met with the delegations to discuss projects, lessons learned and ISD's approach to solving problems with technology.

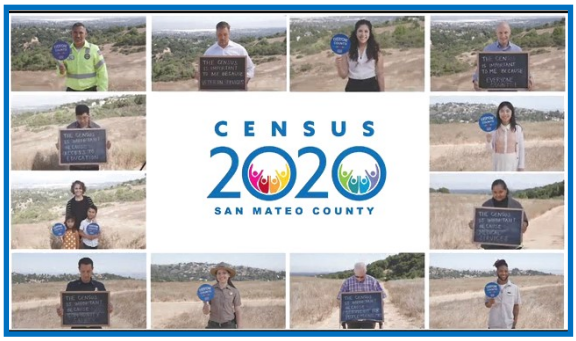
On Dec. 5, **members of Singapore's Prime Minister's Office working on systems architecture for Smart City development met with ISD** to discuss the model used for SMC Labs, the County's Smart Region Initiative. **Topics included the choice of pilot innovation projects**, collaboration strategies and the scalability of solutions.

OFFICE OF COMMUNITY AFFAIRS

Census 2020 in the News!

Several organizations are featuring Census 2020 on their websites, in their newsletters or on mailers to the community. We would like to thank the cities of **Redwood City** and **Half Moon Bay,** as well as the **San Mateo County Union Community Alliance** and **Health Plan of San Mateo** for including articles about the census in their newsletters. Additionally, the **San Mateo County Assessor's Office** and the **Mid-Peninsula Water District** included information about the 2020 Census in their latest billing statements.

San Mateo County Employees Star in Census Video



The Census team worked with the Human Services Agency (HSA) to create "The Faces of San Mateo County," a video spotlighting **20 County employees** discussing why Census 2020 is so important, how it affects our communities and why everyone should participate and be counted.

Participants hailed from Aging and Adult Services, County Fire, the County Manager's Office, HSA, Parks, Public Works, San Mateo Medical Center and the Sheriff's Office.

Visit www.SmcCensus.org to see our video!

Outreach Events

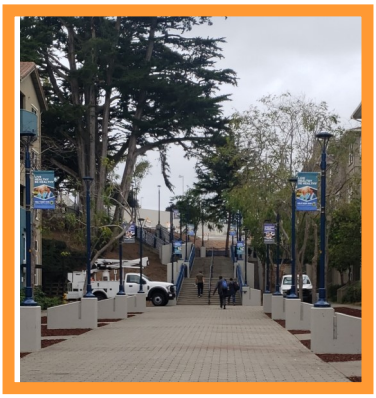
The Office of Community Affairs Census Team was included in several large public events: **U.S. Rep. Jackie Speier's** On the Move Reframing Aging Conference; **Assemblymember Kevin Mullin's** Health Fair; and **Assemblymember Marc Berman's** Health Fair. Team members also presented at the **International City and County Manager's Association (ICMA**) in October. They continue engaging with cities and presented to the city councils of **Daly City** and **Millbrae.** They also co-presented with our partners at the **San Mateo County Office of Education, First 5**, **SAMCEDA** and ***many more...***

OFFICE OF COMMUNITY AFFAIRS

North County Beautification

Mike Nevin Way has gone through a transformation over the past year. Collectively, District 5 and the North County Neighborhood Response Team tackled multiple issues. Some of these issues included **graffiti, overgrown vegetation, public safety, replacing the old light bulbs to brighten the area and illegal dumping**. Through the hard work of the Department of Public Works (DPW) team, the area was beautified and transformed to a clean, safe public area. The Office of Community Affairs installed **pole banners highlighting the importance of health, public safety and community engagement.**

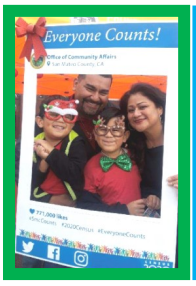
District 5 hosted a ribbon cutting celebration on Nov. 16. The OCA outreach team canvassed the surrounding area to invite local residents and businesses. **Over 200 community members** came out to enjoy the celebration. Special thanks to DPW for the success in unveiling the improved Mike Nevin Way.



Community Engagement

The OCA outreach team attended multiple community events this quarter. This included tabling and providing support for various events such as **community pop-up events, Hometown Holidays in Redwood City, Assemblymember Marc Berman's Health Fair, Assemblymember Kevin Mullin's Health Fair, District 5 ribbon-cutting event, District 5 Health Fair, U.S. Rep. Jackie Speier's On the Move event in San Mateo, Love Not Hate event in Daly City, the Second Harvest Brown Bag program in Foster City and Dia de Los Muertos in Redwood City.**

The outreach team goal is to ensure that Census 2020 and Immigrant Service information gets distributed within the community. By providing **multilingual material** and having a team that speaks multiple languages, we were able to reach over **2,000** San Mateo County residents this quarter.



OFFICE OF COMMUNITY AFFAIRS

Second Naturalization Oath Ceremony

For the second year in a row, the Office of Community Affairs Immigrant Services, in partnership with U.S. Citizenship and Immigration Services, hosted a Naturalization Oath Ceremony at the San Mateo County History Museum. Members from the Board of Supervisors, County Manager's Office and Sheriff's Office participated in welcoming the new Americans. **This year, 54 residents from 23 different countries became new U.S. citizens!**

Financial Empowerment Workshop

Through ongoing engagement events with the community and monthly meetings with the Immigrant Forum's nonprofit members, OCA became aware of elaborate criminal schemes that involved fraud and money scams targeted towards the NFO immigrant community.

OCA partnered with the Sheriff's CARON program, San Mateo Credit Union and Legal Aid Society of San Mateo County to host the first Financial Empowerment Workshop. Each provided tools to empower the community as well as how to *proactively* plan for their future well-being. Collaborating with trusted community partners ensured that attendees felt safe sharing about their experiences.

The event was very successful as the community engaged with presenters by asking critical questions and everyone left with a stronger sense of community and empowered to take action.

Outreach and Engagement

This quarter, Immigrant Services outreached to residents all over the county at events like the Coastside **Resource Fair** for recently unemployed farm workers, **Daly City's Love Not Hate Welcoming** event, and Redwood City Library's ***Light in the Darkness* Screening and Dialogue.** We also had the opportunity to present at the **Office of Education's Respect 24/7 annual conference** for educators.

FUTURE DIRECTION

- **January 2020** Immigrant Services begins facilitation & coordination of monthly Immigrant Forum
- **February 2020** Census 2020 Kick-Off Event cosponsored with Assemblymember Marc Berman

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OFFICE OF EMERGENCY SERVICES

County Departments Join Cities in Countywide Emergency Exercise

On Nov. 7, 2019, at the new Regional Operations Center (ROC), the County and 13 cities participated in a morning-long exercise that tested communications, information sharing and some of the new technological capabilities of the County's new Emergency Operations Center (EOC) including the new Joint Information Center (JIC).

Under the auspices of the Office of Emergency Services (OES), representatives from various County departments were activated to staff the County's new EOC in a multi-hour exercise response to a simulated earthquake. Department representatives assumed their assigned roles in the Incident Command System (ICS) structure within the EOC and responded accordingly to various incidents, crises and other critical issues that would arise during an earthquake like loss of power, landslides, fires, and destroyed buildings and freeways.

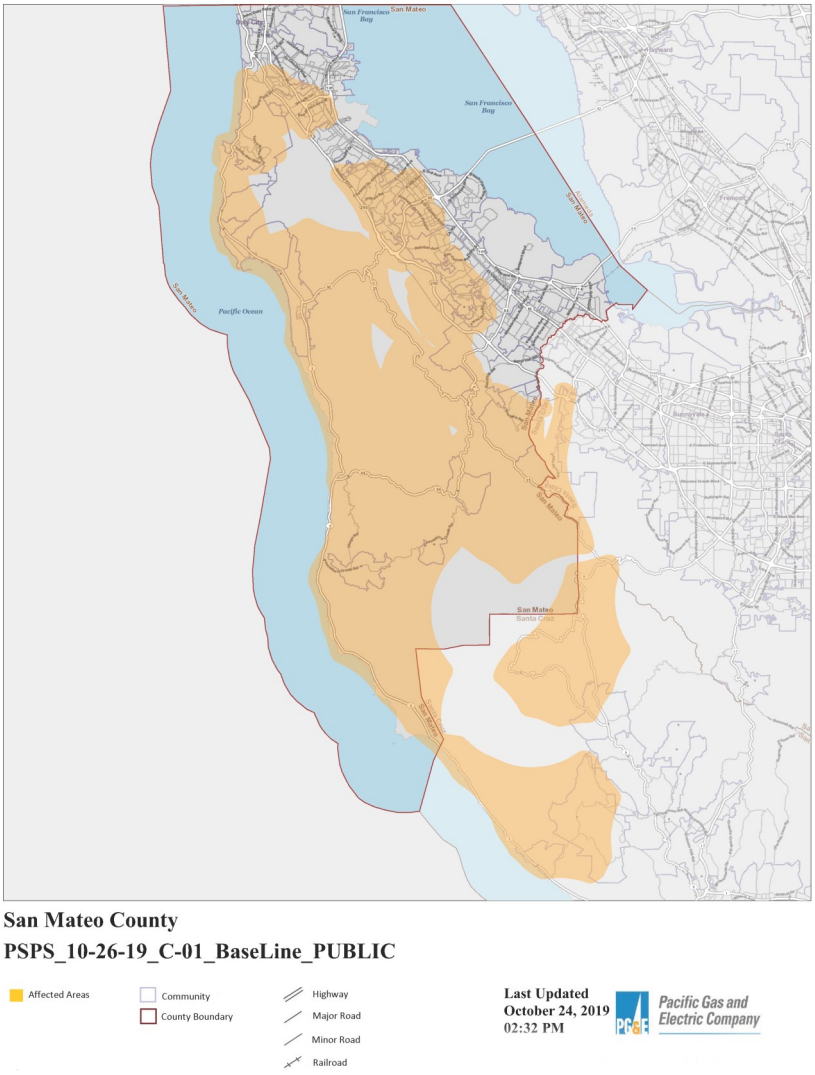
In addition to activating the EOC, 13 cities either activated their own EOCs or simulated EOC activations to test communications and information sharing with the County. The American Red Cross also activated its Command Center and sent representatives to the County and other city EOCs in response to the simulated earthquake.

Lastly, the County also activated a JIC within its EOC where County, city and agency public information officers (PIOs) tested coordinated internal and external messaging in response to the simulated earthquake that included establishing standardized messaging, setting up a hotline, following social media, crafting a press release, conducting a press briefing and simulating media response to the EOC.

County Impacted by October Public Safety Power Shutoff (PSPS) Events

Throughout the month of October, the San Mateo County Office of Emergency Services (OES) responded to, and partially activated the County's Emergency Operations Center (EOC), for four anticipated PG&E Public Safety Power Shutoff (PSPS) events. These events were scheduled by PG&E to occur on Oct. 9, 24, 26 and 29. Although the Oct. 29 PSPS ultimately did not occur, OES and other County departments and staff still prepared for the potential outage.

As part of its new strategy to help prevent potential wildfires caused by downed wires during certain weather/wind events, PG&E began turning off portions of the power grid throughout Northern California. San Mateo County was impacted by these planned outages on the following dates: Oct. 9 impacting roughly 37,500 residents and lasting more than 36 hours; Oct. 24 impacting more than 2,500 residents and lasting more than 20 hours; and Oct. 26 impacting more than 143,400 residents (roughly 20 percent of the county's population) and lasting more than 72 hours.



San Mateo County
PSPS_10-26-19_C-01_BaseLine_PUBLIC

Affected Areas
Community
County Boundary
Highway
Major Road
Minor Road
Railroad

Last Updated
October 24, 2019
02:32 PM

Pacific Gas and Electric Company

During these events, OES worked in coordination with PG&E, state agencies, other counties, County departments, impacted cities and towns and other stakeholders daily to ensure county partners had the information they needed to maintain continuous operations. OES ensured the information our partners needed was provided to them to be able to plan and keep residents and staff informed with the most up-to-date information from PG&E.

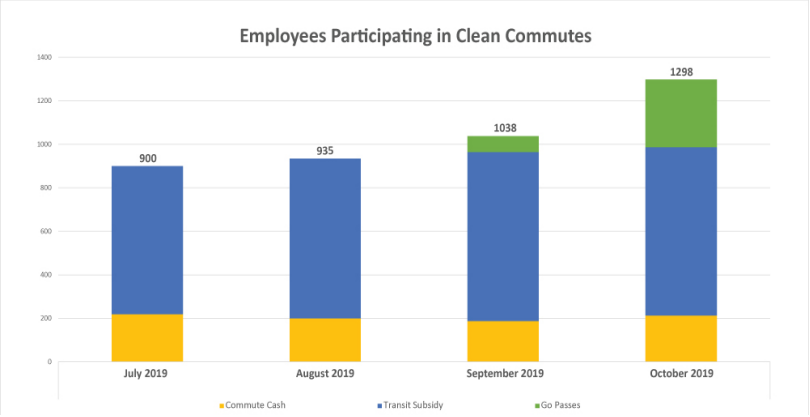
These scheduled power outages not only had a significant impact on staff's and residents' lives and businesses, **these outages also impacted some County services where departments had to work hard to ensure that the more vulnerable clients and the safety net of services provided to residents were not negatively impacted**. Additionally, the first responder community increased its presence in impacted areas and kept the critical communications infrastructure intact to maintain public and life safety.

The collaboration with all partners behind the scenes kept those who work and live in San Mateo County safe throughout the PSPS events.

Shifting Employee Commutes by Expanding Alternative Commute Incentives

Meet Shift, the County's revamped employee commute benefits program (formerly "Commute Alternatives"), rebranded to better reflect the goal of shifting employees to a clean commute. **A clean commute includes use of transit, carpool, vanpool and teleworking options to reduce the use of single-occupancy vehicle commuting**. This program not only responds to the reduced parking capacity at County Center facilities and minimizes our contribution to congestion and greenhouse gas emissions, but most importantly, it expands options for employees in getting to their workplace — reducing commute stress, and encouraging healthier habits and new connections. Thanks to the support of the Board of Supervisors, new benefits of participating include receiving a Caltrain Go Pass. This pilot, being tested for County Center employees, allows eligible employees to ride Caltrain for free. **Over 400 employees have enrolled since the end of September, which constitutes almost 25 percent of the eligible population**.

Additionally, the provision of free Clipper Cards upon request is a component of the pilot program. **To date, 235 employees have requested a Clipper Card**, signaling strong interest of employees in becoming public transit users, as owning a Clipper Card is an essential first step to riding public transit in the Bay Area regularly. Finally, the Commuter Credit Card was launched, providing a $150/month transit subsidy to pay for the use of LYFT line, UberPool, and paratransit services. **In the coming months, stay tuned for additional employee outreach and promotion of the many new and ongoing commute benefits**, a vanpool appreciation event in collaboration with Enterprise, an expanded collaboration with the Wellness Dividend, and sharing the first edition of the quarterly employee newsletter.



Here's a first snapshot of employee participation in the program, which launched July 2019

Growing the Green Business Community

The Green Business Program acts as an on-call sustainability officer for small businesses, local governments, and non-profits with free consultations and support to access rebates and incentives that lead to safer, healthier and more sustainable business practices. In 2019, 44 businesses have been certified or recertified bringing the total to **115 certified Green Businesses in San Mateo County**. With the support of the BOS, the program has increased the pace of certifications and become more accessible to diverse businesses. It is now free to participate and businesses can receive a Green Business kit with sample products. The program provides opportunities for peer learning through mixers at certified Green Businesses. The most recent mixer was hosted by the Half Moon Bay Brewing Company in October. In celebration of Small Business Saturday, County social media pages highlighted the participating business community, announcements were made on KQED, and SamTrans buses boasted the program. What's next? **The program will continue to reach businesses currently underrepresented in the program**, including Women or Minority business enterprises and businesses in communities with higher than average vulnerability according to the County Vulnerability Index.

OFFICE OF SUSTAINABILITY

Home for All Showcases Second Units and Receives Recognition

Homeowners are increasingly interested in building second units to house loved ones or create a source of rental revenue. **Over 400 residents demonstrated their interest by attending Home for All's first Second Unit Resource Fair in October**. In partnership with the City of Redwood City, Home for All demystified the building process and showcased available resources. Housing nonprofits, builders, architects, lenders, and local government agencies had a chance to share their best resources with homeowners. **In the neighboring City of San Carlos, Home for All worked with the city to host their first community conversation on housing with over 80 residents**.

In addition to hosting two successful community events, Home for All presented on the Community Engagement Program at the Non-Profit Housing of Northern California Annual Conference, MMANC Annual Conference, ICMA annual conference and Housing Leadership Day. **It's clear Home for All stands out and was recognized by receiving the CSAC Challenge Award in Housing, Land Use and Infrastructure**. Stay tuned for the work that comes out of the newly formed task forces focused on the following issues: **Housing and Climate Readiness**, Housing Funding, Housing, Parking and Traffic Congestion Solutions, Partnerships for Education and Workforce Housing, and Second Units.

Energizing Residents on Healthier and Comfortable Homes

There's been a lot of buzz about increasing energy efficiency and reducing natural gas use in new homes, but what is being done about all of our existing homes?

Led by the nine Bay Area counties and ABAG, the Bay Area Regional Energy Network (BayREN), provides rebates, free advising service and do-it-yourself energy saving tools **to help Bay Area residents upgrade their homes to reduce energy consumption, save money on utility bills and have a more comfortable home.** The Office of Sustainability connects homeowners and renters to BayREN's Home+ network of trained contractors, free energy advisors and online tools.

Demonstrating how a smart power strip can help save energy by turning off appliances that are not in use

In October, the Redwood City Public Library and **the Office of Sustainability with support of Supervisor Warren Slocum hosted two Spanish Language BayREN Home+ Workshops where 30 attendees learned about home performance and available programs from BayREN, Peninsula Clean Energy and El Concilio of San Mateo County.**

OFFICE OF SUSTAINABILITY

Going Back to School with Waste Reduction Education

For the 2019-20 school year, the Office of Sustainability educators hit the ground running to make sure students across the county had the opportunity to learn how they could reduce waste at home and at school. Over 6,000 pre-kindergarten through 12th grade students at over 100 schools participated in waste reduction programs that included assemblies, classroom presentations and field trips.

Over 5,300 students can now share leftover food from their lunch in bins

Besides teaching students how to prevent waste, **the Schools program in partnership with Recology and ReThink Waste helped six elementary schools launch an organics diversion program** averaging one ton of waste diverted from the landfill per week for each participating school reducing landfill emissions by 21.45 metric tons. To prevent food from being composted or thrown away from school cafeterias, **Environmental Health and the Office of Sustainability launched Food Share tables that save an average of 70 pieces of food per day from going to the landfill**.

Check out the new compost bin set up at schools that illustrates where each item goes to facilitate learning and waste diversion

San Mateo County Jurisdictions Planning Together for 2030 Climate Goals

In 2011, C/CAG launched the Regionally Integrated Climate Action Planning Suite (RICAPS) program to support the cities in San Mateo County in developing and implementing climate action plans (CAPs). The Office of Sustainability administers RICAPS through the Energy Watch program. RICAPS includes a monthly working group to support municipal sustainability staff in ongoing implementation of initiatives to help them reach climate goals. Over the past eight years, these monthly meetings have provided a framework for learning, collaboration, and peer support. Since the deadline for most cities' CAPs is 2020, **the Office of Sustainability is leading a collaborative process to update the template RICAPS CAP for 2030**. New additions to the CAP include a carbon neutrality goal, consumption-based inventories, food waste reduction, and a greater focus on adaptation and equity. The template is expected to be finalized by the second quarter of 2020.

Sustainability leaders from SMC jurisdictions engaged at the October RICAPS meeting in Colma

OFFICE OF SUSTAINABILITY

Leading by Example with a New Government Operations Climate Action Plan

In early spring, the Office of Sustainability will recommend to the Board of Supervisors the approval of a Climate Action Plan for Government Operations with targets to reduce greenhouse gas emissions by 50 percent by 2030 and to achieve carbon neutrality by 2045. This is one of the most ambitious targets in the U.S. and demonstrates the County's leadership to reduce emissions within our own operations. Since the last municipal Climate Action Plan in 2012, the County has made progress towards reducing emissions by purchasing 100 percent renewable electricity to power all County buildings and installing solar at four facilities while achieving a 17 percent reduction in energy used across County buildings. Through recycling, composting, and the surplus property program, waste at County facilities was reduced by 76 percent.

To address emissions from vehicles, the County has embarked on several efforts to encourage electric vehicle (EV) adoption including the **installation of 13 EV charging stations for use by employees and the public**. The motor pool vehicle fleet is piloting two EVs and the fleet's total fuel economy for compact and mid-sized cars increased to 34 MPG. **Incentives to encourage carpooling, public transportation, and active transportation for employees were expanded and teleworking increased by 320 percent from 2009 to 2017**. The County is continuing to take innovative approaches to reduce emissions. With funding support from Peninsula Clean Energy and the Office of Sustainability, Parks and the Sheriff's Office are piloting clean modes of transportation. **The Sheriff's office will be integrating a hybrid patrol vehicle and a plug-in electric hybrid vehicle into their fleet. Parks has replaced diesel engine trucks with six electric bikes to be used for moving around the coast side parks.** This is one of the first actions the County has taken on its dedication to reducing and eventually phasing out diesel fuel by 2033.

Rangers hitting the trail on their new e-bikes outfitted with cargo trailers

New Grant Funding to Integrate Agriculture into Climate Action Plan

The Office of Sustainability has received a grant from the Department of Conservation's Working Lands and Riparian Corridors Program. The proposal, entitled "Integrating Agriculture into Climate Mitigation," **will enable the County to plan where and how we can support the agricultural community to engage in regenerative farming and carbon sequestration practices** (drawing excess carbon from the atmosphere) on our working lands. This project is in partnership with the San Mateo Resource Conservation District, Santa Clara County Planning Department and the Carbon Cycle Institute. When completed in 2021, this work will comprise the "Working Lands Component" of the Community Climate Action Plan.

Training Videos Target Skill Building and Reinforcement

San Mateo County Parks is using a cost-efficient and effective strategy to ensure that park rangers and aides have the training and instructional resources necessary to carry out assignments. Tailgate Sessions are one-to-four-minute-long videos filmed by a park ranger during training sessions on a growing range of topics, including how to connect and tow an industrial trailer, chainsaw sharpening and trouble-shooting, and pre-and-post contact care when working in poison oak.

Loading and transporting equipment on trailers

Each video provides up-close imaging that supports viewing on a small screen and provides step-by-step instructions and safety tips. Videos are brief and can be viewed on demand and repeatedly. They are accessible through Microsoft Stream, an app in the Office 365 Suite. Staff can watch the videos before and following group training to reinforce concepts. Most of the videos are shot in the field at work sites showing peers performing the work. **Ten videos are available now** and staff is developing more in-depth content videos that will be eligible for Learning Management System credit.

Staff assigned to the San Mateo County coast areas can review the video to review marine protected area coordinates when on patrol.

Training videos ensure consistent messaging

All videos are closed-caption

Talking About Ecosystem Health and Community Safety

Immediately following the completion of major fire fuel reduction projects in Huddart and Quarry parks, the department recognized the value of inviting the public to hike one of the project sites. The goal was to learn from community members what is foremost in their minds when addressing the care and management of parklands.

Hannah Ormshaw, Natural Resource Manager, discusses conditions of project area before fuel reduction

In November and December, park staff and representatives with CAL FIRE led hikes in Huddart Park where large amounts of vegetation were removed in a 70-acre area to reduce wildfire risk to the community. 100 acres were treated in Quarry Park in El Granada. This was the first time projects of this scale had been implemented in County parks. To foster a discussion with participants on the topic of ecosystem health and community safety, **the interpretive and natural resource management staff employed a method referred to as dialogic interpretation**. This approach is more participatory than traditional methods that are often instructional. Hike leaders posed questions intended to elicit a variety of perspectives and to encourage open conversations. Questions focused on people's feelings about what they saw or thought about this type of project along with what they hope for the future of the park. **The hikes have been well attended and received and will continue into 2020** with the first follow-up hike planned for early spring when new growth should be easily seen.

Archery Fire Road, Huddart Park, before fuel reduction

Archery Fire Road, Huddart Park, after fuel reduction

Oak Woodland Restoration at Wunderlich County Park Begins

The native oak woodland restoration project at Wunderlich Park has just begun, but the most significant and obvious phase of the project concluded in November with the removal of 16 acres of invasive eucalyptus and acacia trees. In addition to site restoration and control of invasive species, a new fire road was constructed to enhance first responder and park personnel emergency accessibility. As park visitors make their way to the treated areas, the landscape will look different and even stark. **In the coming months, visitors will slowly begin to see nature work its magic**.

The department's natural resource management team and PG&E arborists have already begun monitoring the restoration site and will continue to do so for the next seven years. In addition to tracking the 1,800 acorns that were planted in early 2019, they will look for common native plants, such as coffeeberry and toyon. Any regrowth of the removed invasive plants will be treated. As the more fire-resistant oaks take hold, native animal species, including California Quail, western scrub jay, and oak titmouse, will benefit from the restored food chain and native tree canopies.

Wunderlich Park, eucalyptus stand, spring 2019

Restoration-in-progress signs have been installed to call attention to the work area. **Soon park visitors will be invited to document the changing landscape by using camera poles where they can snap photos and share on the department's social media platforms**.

Same area following removal of six acres of eucalyptus, November 2019

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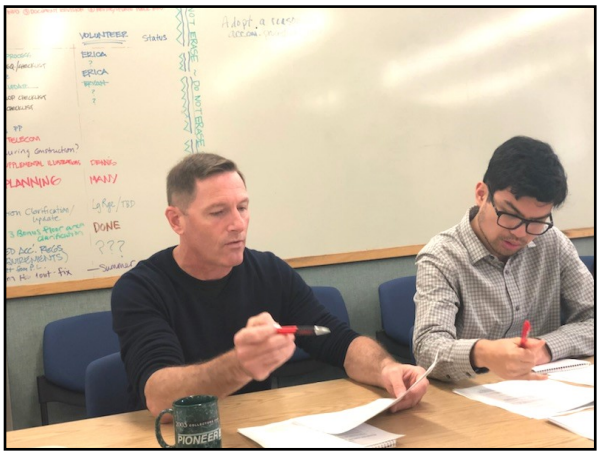
Second Unit Amnesty Program

The County of San Mateo now offers an amnesty program for existing second units (aka granny units, in-law units, accessory dwelling units) built without some or all necessary permits and approvals.

This program will run for a limited term and offers owners of unpermitted units the opportunity to bring their unit into compliance with basic health and life safety standards without the risk of code enforcement action, and with significant fee reductions and assistance in determining necessary improvements.



Benefits to the Program

- Low-cost initial inspection of the unpermitted unit
- Detailed guidance on required improvements
- Waiver of all fees and penalties for unpermitted construction
- Significant reduction or waiver of planning, building and other permit fees
- Assurance that the second unit is habitable and does not present risks to inhabitants
- Suspension of code enforcement action for any issues identified and improvements made through the amnesty program
- The opportunity to explore the program, prior to formal application, without risk of any penalty or enforcement
- A certification record, which will be supplied to the applicant and kept on file at the County, memorializing the improvements and assuring that there will be no subsequent code enforcement related to those improvements

PLANNING & BUILDING / CODE COMPLIANCE

Personnel Updates

Please join us in welcoming our new staff and congratulating those who have received recent promotions.

Katie Faulkner has a bachelor's degree in environmental sciences from U.C. Berkeley, and a master's in urban planning from the University of Washington. Her most recent work experience is as an associate planner with the city of Sausalito. Katie will work primarily on long range planning projects.

Lawrence Truong has a bachelor's degree in community and regional development from UC Davis, and a Master's in planning from University of Southern California. His most recent work experience is as a Planner with the San Francisco Public Utilities Commission. Lawrence will work primarily on current planning projects.

Mike Crivello is the department's new code compliance manager. Mike has been with Planning and Building for many years, and is well prepared to take on the role of managing the code compliance team and program.

Ainaz Nisha is a great asset to the code compliance team as their new office specialist. Ainaz brings a wealth of enthusiasm, skills, and hard work to the position, and is doing a great job of supporting the team.

Summer Burlison is now a senior planner, after being a planner with the department for over 12 years, and will now get to support and lead her own group of new planners.

Kudos to code compliance officer **John Bologna,** who provides great service to our customers and strong support to the code compliance manager.

Code Compliance: Cases Opened & Closed in Supervisor Districts from October 1, 2019 to December 31, 2019

The Code Compliance Section continues to be a place of excitement and change.

Amongst all the accomplishments, they have supported the Planning and Building department in monitoring and keeping up with complaints from constituents and do so by getting back to them in a timely manner with the small but mighty staff.

SUPERVISORY DISTRICT	Opened Violation Cases	Closed Violation Cases
District 1: Dave Pine	4	4
District 2: Carole Groom	0	0
District 3: Don Horsley	37	37
District 4: Warren Slocum	8	8
District 5: David Canepa	6	4
Totals:	**53**	**55**

COMMUNITY AREA	Opened Violation Cases	Closed Violation Cases
North Fair Oaks	7	6

PROBATION

Adult & Realignment Services Division

Operation Purple Ribbon Conducted

On Oct. 9, in honor of Domestic Violence Awareness Month, **the San Mateo County Probation Department's Domestic Violence Unit conducted a countywide field operation, "Purple Ribbon", to contact, search, and/or ensure DV probationer compliance**. We partnered with various agencies: Daly City PD, Broadmoor PD, South San Francisco PD, San Bruno PD, Burlingame PD, Menlo Park PD, Belmont PD, Redwood City PD, San Mateo County Sheriff's and the U.S. Marshall warrant task force.

The operation consisted of eight teams which included two rover/transportation teams. Each team was made up of approximately four to six probation officers and four to six police officers.

In total, there were **69 attempted contacts wherein 46 defendants were home**, one discrepancy with an address, and **five immediate arrests** (four probation violations and one new arrest for being in possession of weapons and ammunition).

Operation Casper Keeps Halloween Safe

On Oct. 31, adult sex offender DPOs, intensive supervision DPOs, probation supervisors, and a probation director participated in Operation Casper 2019. The goal of this countywide sweep was to ensure that registered sex offenders who have orders to stay away from children do not participate in any Halloween activities. These probationers were previously instructed both in writing and verbally, to not decorate their homes, not distribute candy, to be home during the evening, and not answer the door except for law enforcement. This year we had two teams, north and south, covering from Daly City to East Palo Alto. **The teams visited 36 homes out of 45 on the list and found that the probationers were complying**.

Phoenix Reentry Program Launched

The Phoenix Reentry Program (PREP) launched in November 2019. **PREP provides a seamless transition for the youth from the institution to their communities through case management and connections to programs and services**. PREP is not an alternative placement for youth who need higher level structured programming or a secured placement. It is meant to assist youth transition back into their communities as they leave the San Mateo County Youth Services Center—Juvenile Hall.

PHOENIX
REENTRY PROGRAM
SAN MATEO COUNTY
PROBATION DEPARTMENT

With PREP, the Probation Department will continue its partnership with the County's Behavioral Health and Recovery Services (BHRS) and various community based organizations to provide the following services to youth: case management, education, vocation/employment, mental health, alcohol and other drugs, pro-social and life skills, gang awareness and prevention services.

PROBATION

Institutions Services Division

Halloween Celebrated at the YSC–Juvenile Hall

Youth and staff got into the Halloween spirit at YSC-Juvenile Hall and Camp Kemp! Youth showcased their impressive artistic skills in a pumpkin decorating competition amongst the living units. Themes included "Monsters," by Forrest 3 unit, "Angry Birds and Crew," by Pine 4 unit, and "Ninja Turtles," by Pine 5 unit. Pumpkins were put on display at the YSC lobby and winning groups were voted on by Probation staff. In addition, girls at Camp Kemp dressed in costume and participated in a Halloween parade. Finally, Director Jody DiMauro and CalFire firefighters surprised staff and youth with reverse trick or treating. The youth enjoyed plenty of candy goodies.

Administrative Services Division

New Staff Sworn In

On Nov. 6, the Probation Department held its quarterly swearing-in ceremony. This is an opportunity for Chief John Keene to welcome new employees as well as give an opportunity to longtime employees that have never been sworn in to take part in the celebration. **This group of employees are looking forward to helping build a more evidence based, data-driven department that remains true to its mission, vision and core values**. Staff sworn in included:

Fiscal Office Specialist:
Insook "Kimmy" Kim

Legal Office Specialists:
Rigoberto "Bob" Garcia
Tanya Adamovitch

Management Analyst:
Jenifer Logia

Group Supervisors:
Abril Avila-Lopez
Ana Davila
Yareli Flores-Avila

Deputy Probation Officers:
Andrea Feyling-Soriano
Christopher Washington
Emma Avalos
John Ferreira
Lindsay Avila

PROBATION

SNAPSHOTS

INSTITUTIONS SERVICES DIVISION *as of November 2019*

JUVENILE HALL*

38 Male | 2 Female

*average daily population

CAMP KEMP

7 Average Daily Population | 3 Girls in Phase II*

*girls who are at home but attend school at Camp Kemp

JUVENILE SERVICES DIVISION *as of November 2019*

ASSESSMENT CENTER

94 Bookings (Aug-Nov 2019)

SUPERVISION

116 General (moderate risk) | 92 Intensive (high risk)

ELECTRONIC MONITORING PROGRAM (EMP)

39 Youths

ADULT & REALIGNMENT SERVICS DIVISION *as of November 2019*

PRETRIAL

512 Clients on Supervised Own Recognizance (SOR) Release

DUI COURT

143 Active Participants

VETERANS TREATMENT COURT

17 Active Participants

INTENSIVE SUPERVISION

553: Total offenders under Intensive Supervision

40: Home Visits

0: Arrests

RESTITUTION COURT

$14,600 was collected from defendants who **appeared** in Restitution Court

$2,750 was collected from defendants who **avoided** going to Restitution Court

SEX OFFENDERS

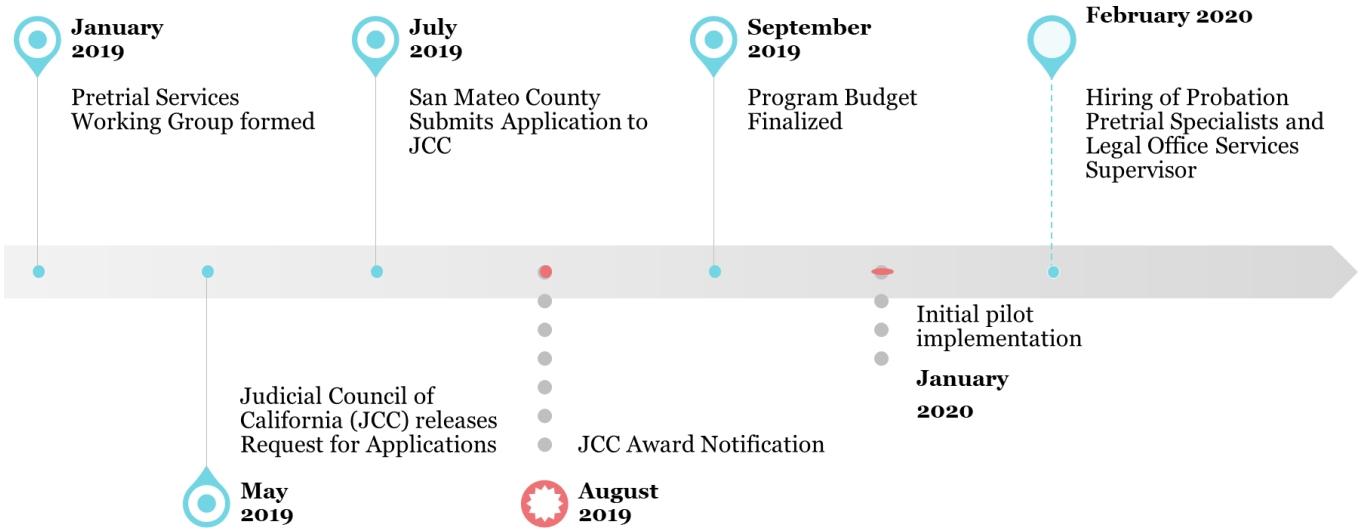
87 active supervision | 31 in treatment | 4 on EMP

PROBATION

FUTURE DIRECTION

Pretrial Services Pilot Program — UPDATE

The Pretrial Services Pilot program experienced delays related to staffing and technology issues. The workflow below shows the updated timeline:



HONORS

Retirements

Michael Meredith: deputy probation officer, retired in August 2019 after 22 years of service

Service Awards

Delores Hunt: legal office specialist, was recognized for 20 years of service on Dec. 10, 2019

Sonia Martinez: legal office specialist supervisor, was recognized for 20 years of service on Sep. 17, 2019

Cynthia Powell-Cobb: legal office specialist, was recognized for 20 years of service on Dec. 10, 2019

New Employees

Bruce Dustin: group supervisor, Institutions Services Division

Marlin Brown: group supervisor (EH), Institutions Services Division

Insook Kim: fiscal office specialist, Administrative Services Division

Skylonda Fire Station 58

The existing Skylonda Fire Station, located on Skyline Boulevard, is **the last of the original County fire stations, having been constructed in the 1930s**. A needs assessment helped determine that the near 90-year-old station had outlived its useful life and conditions and performance could be improved by constructing a new station. The first phase of the project, which will result in occupancy, is nearly complete with **temporary certificate of occupancy anticipated during early 2020.** An additional project phase that includes landscaping and construction of a new accessory building is underway and slated for completion in April 2020.

Regional Operations Center (ROC)

The ROC houses 9-1-1 Public Safety Dispatch, an Emergency Operations Center and the Office of Emergency Services (OES). Constructed to the highest seismic standards, it is a hub for public safety responders in the aftermath of significant incidents and catastrophic events. Public Safety and OES have moved into and are working from the new building. This space will regularly be used for Human Resources training events and other booked events beginning Q2 2020.

Animal Shelter

Construction at Coyote Point of a new animal shelter, to replace the existing facility constructed in the early 1950s, continues to progress smoothly. Interior drywall, painting, ceiling work, and electrical, plumbing, and fire systems have been completed. Interior rough-in, exterior roof, skylight, and gutter installation is complete, in addition to emergency access pavement, exterior siding, and stucco at the outdoor kennels. Phase 1 Temporary Certificate of Occupancy (TCO) is scheduled to be issued in March 2020 and a grand opening event will be held prior to full occupancy. **The final completion date for Phase 2 is scheduled for June 2020**, depending upon winter weather conditions and other potential delays. Once completed, the new shelter will embrace current best practices for animal care services and provide limited community, clinic and administrative services.

PROJECT DEVELOPMENT UNIT

County Office Building 3

County Office Building 3 (COB 3) will be located on the lot across from the Hall of Justice. Once completed, the raised building **will have multiple above-grade levels housing approximately 600 County employees**.

The ground level will contain open space and multiple enclosed pavilions, including a pavilion housing the Board of Supervisors chambers. **The building is being constructed to meet County green building standards including zero net energy**. Site demolition is nearly complete, and construction documents are being finalized. As part of the project, the portions of Hamilton and Bradford streets running through County Center have been permanently closed to vehicle traffic. To facilitate access to County Center, an accessible drop-off has been added at Winslow and Bradford. **COB 3 is slated for completion in 2022**.

Parking Structure 2

The new parking structure, to be located on the former jury parking lot, will add 1,022 additional parking stalls over seven levels. Temporary fencing and a noise barrier to mitigate construction noise at sensitive receptors have been placed around the site. **Construction is now in full swing**, trees have been removed, pavement has been demolished, and storm drain connection on Brewster Avenue and grading for ground improvement is complete. Aggregate piers installation is underway and will continue through early 2020. During construction, access from Winslow Street to the existing garage will remain closed, though access for daycare drop-off and pick-up will remain open. **The estimated completion date for the project is Q2 2021.**

San Mateo Health Campus

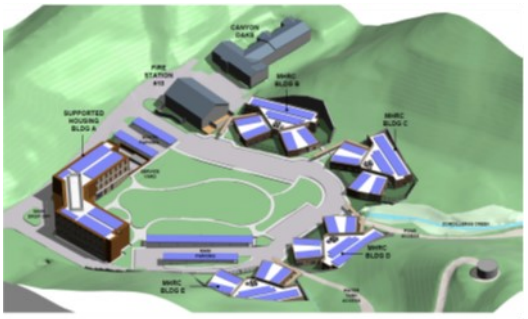
The San Mateo County Health Campus project includes renovation of a nursing wing and central plant to receive essential hospital services for a non-compliant building, relocation of Department of Public Works (DPW) engineering shop and offices, relocation of MRI trailer and dental van, and demolition and replacement of seismically outdated 1950s-era health administration buildings. **The project also includes changes to the campus landscaping including a prominent plaza/drop-off area to improve navigation**. As part of the project, **approximately 300 Health employees will be relocated off-site**. In addition, the coroner's facilities (morgue and offices) will be consolidated onto the Health campus. The project is currently underway and will proceed in multiple phases with an **estimated completion for the final phase in Q1 2023**.

South San Francisco Health Campus

The South San Francisco Health Campus, to be located on County property at or near 1050 Mission Street,

will serve as a hub to provide area residents — many of whom utilize County services — a range of health care services at one convenient easily accessible location. Smith Group has been selected as the architect and has developed several program options for final consideration. The construction manager, XL Construction, has also been selected and is assisting with design and pricing exercises. Though early in the process, the current **estimated completion date is 2022**.

Cordilleras Mental Health Facility



The Cordilleras Mental Health Facility will replace a 117-bed facility constructed in 1952 originally as a tuberculosis ward and then repurposed into a mental health facility. The project will replace these beds and add several more through construction of four small (16-resident mental health rehabilitation centers) and one larger residential facility housing 57 beds. **The design development package is complete and the project is currently on budget**. The Draft Environmental Impact Report (DEIR) has been published and a public hearing held. **County Health end users and the ISD team are actively involved** as the detailed design components continue to evolve. An updated draft schedule has been provided which shows **mobilization slated for July 2020 and final hardscape site work Q2 2023.**

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Engineering Division

Crystal Springs County Sanitation District (Seneca Lane Sewer Damage)

The sewer line located in an easement behind and downhill from 1560 Seneca Lane was damaged by a landslide during the 2017 winter storms. The line serves 47 homes upstream of the damaged section in the Crystal Springs County Sanitation District (District). The district was required to bypass pump sewage through a temporary flexible line until the repair was completed.

The project installed a new retaining wall to stabilize the failed slope and replaced a segment of damaged sewer line.

The retaining wall and a new sewer main were installed prior to the start of the rainy season in early December. As depicted in the pictures, **portions of the access route are subject to seepage from the hillside which makes working conditions and access difficult**. The project also **installed drainage pipes to help remedy these issues and to help ensure access by the sewer district for future maintenance**. Funding for this work was provided by Federal Emergency Management Agency (FEMA) and California Office of Emergency Services (OES).

Progress photo of the wall construction

Seepage along the access route

Formwork for waler where the tie-backs will be placed

Drilling for placement of the second row of tie-backs in wall

Memorial Park (Replace Wastewater System)

The project includes design and **construction of a new cast-in-place concrete wastewater treatment plant (WWTP) and effluent lift station (pump station)** within Memorial Park. The work consists, in general, of clearing and grubbing of the existing site, constructing a new gravel access road, site grading, construction of drainage features and converting the existing WWTP to a pump station to pump the sewage to the new WWTP. Anderson Pacific Engineering Construction, Inc. was the low bidder for this project at $2,824,780 and the project was awarded at the June 4, 2019 Board meeting. The estimated construction duration is one year.

The contractor has continued working to construct the concrete box/structure portion of the WWTP. **The final concrete pour (walls) for the structure was completed at the end of November**.

Rebar and formwork for WWTP tank sidewalls

Rebar and formwork for WWTP tank sidewalls

Capital Projects Division

San Mateo Medical Center Water Tank Replacement Underway

The existing water tank is located on a sloping hillside on 39th Avenue adjacent to the San Mateo Medical Center (SMMC) campus parking lot. **The department is constructing a new replacement tank in the southwestern corner of the SMMC parking lot behind the existing tank**, which will remain fully operational during construction of the new tank.

The new water tank is being constructed in compliance with current seismic building standards and will comply with the Office of Statewide Health Planning and Development (OSHPD) Emergency Water Supply requirements for hospitals for 2030, which requires hospitals to have an on-site water supply sufficient to continuously operate essential acute-care general hospital buildings on the campus for 72 hours in the event of an emergency.

San Mateo Medical Center Water Tank Replacement Underway, *continued*

DPW continues working with the general contractor and architect to coordinate the sequence of work and execute logistics while maintaining close communications with Project Development Unit's major SMMC upgrade project.

The tank foundation footing was completed in November. **A retaining wall was completed in December. The project is currently on schedule to complete in May 2020.**

Safe Harbor Homeless Shelter Improvements Ongoing

This project replaces the current HVAC system for the facility and also adds 16 new beds. Office space will also be reconfigured with a new reception area, laundry room and elevator.

Three new evaporative cooler units have been placed and the ducting is being installed. The plumbing and electrical work are in progress. The project is on schedule to be completed mid-January 2020.

ADA Transition Plan

Canyon Oaks: The Construction Services Section is currently retrofitting all the facilities doors to make them ADA compliant. Work was completed in December.

Airports Division

Airports Manager Receives Award

On Nov. 16 San Mateo County Airports Manager Gretchen Kelly received the National Aero Club Association Award. The Aero Club was formed to promote activities which advance aviation and aerospace. Gretchen's broad aviation background includes her time at the Federal Aviation Administration where she excelled as an airport certification safety inspector, program manager and an airport improvement program grants manager, where she managed the implementation of multi-million dollar grant-funded projects. She has brought this expertise to the County where **she is responsible for the management of two airports**, each posing uniquely different characteristics and challenges.

Gretchen was recognized for her hard work, dedication and the contributions that she makes to the aviation community. In addition to serving as the airports manager, Gretchen volunteers on the Board of Directors for the Upwind Scholarship Foundation, a nonprofit organization that provides local youth the opportunity to become private pilots at no cost. The County of San Mateo is fortunate to have such an experienced and dedicated member of the aviation community leading our airports.

Top Chef: Reducing Recidivism with Jail Programs

Dafne Larga-Espada does not have the traditional success story, but perhaps that is what makes her story so inspirational.

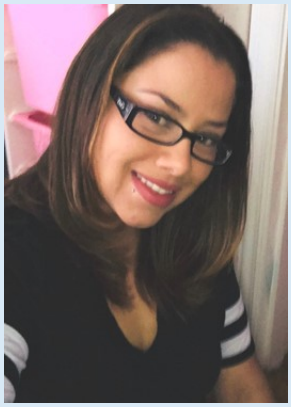
Dafne spent much of her youth in and out of custody for fraud and drug-related offenses. She did not have a strong family foundation and sought comfort with a circle of acquaintances who provided her food, shelter, and a sense of family. **Although these people introduced Dafne to drugs and the criminal world, she kept coming back to them because she had no one and nowhere else to turn**.

Dafne was only 19 years old when she was first incarcerated and **continued to spend much of her adult life in and out of the San Mateo County correctional system**.

After California's Assembly Bill 109 realignment, Dafne ended up spending her jail sentence in the County correctional center. Unknown to Dafne, this would be the start of her road to recovery. Due to Dafne's good behavior **she was given the opportunity to participate in the JobTrain program at the San Mateo County Sheriff's Office Maple Street Correctional Center**. She felt for the first time in her life that law enforcement trusted her to carry out her daily duties.

After her release, Dafne returned to serve a second jail sentence at the same facility. She was given the opportunity to attend honor camp, where she participated in the JobTrain culinary program. Dafne graduated in 2017 from the culinary program and has not returned to jail since.

Dafne continued her baking career outside of jail and often volunteered for the JobTrain culinary program. Dafne developed confidence as a baker and has created her own recipes such as her mouthwatering almond cakes. **It is evident Dafne has a passion for the job and was able to use her culinary skills that she obtained at the JobTrain program**.



Believe in law enforcement; the deputies and correctional officers are truly there to help you and sometimes they are the only ones who will believe in you. And most importantly, never take life for granted. - **Dafne Larga-Espada**

Top Chef: Reducing Recidivism with Jail Programs, *continued*

Culinary Program — JobTrain and the Sheriff's Office

Students who participate in the Culinary Program in custody or offsite at JobTrain, learn and build upon their experience in food preparation, knife safety and techniques, food safety and sanitation, opening and closing a commercial kitchen, gourmet pizza making, soups, salads, catering, garnishing and presentation and how to sauté and grill. The inmates and/or former inmates who complete the offsite certification program and express interest in the field have a variety of career opportunities to choose from that include, but are not limited to, restaurants, hotels, schools and catering.

Dafne said one person in particular, Capt. Christina Corpus, saw her potential and guided her to her current job as a JobTrain pastry chef instructor at the Maple Street Correctional Center.

Dafne loves her current job because she gets to interact with inmates whom she knows personally as well as inmates who are struggling with the same issues that she once faced. Dafne can relate to these inmates, because she too once thought that she would never get out of the "system." Dafne exclaimed that if she can do it, anyone else can too. **Dafne is now is in a position where she can make a difference and help inmates believe in themselves and believe change is possible**.

Dafne is now happily married and has two beautiful children. Her children inspired her to change for the better and her husband helps her stay on track. **She now works hard to keep her children sheltered from the life she once lived, as she never wants them to experience what she went through**. She wants them to look up to her as a role model.

Dafne accredits much of her success to the law enforcement staff at the San Mateo County Sheriff's Office. Correctional officers and deputies believed in Dafne when no one else would. They saw her potential despite her past, and had faith in her until she was able to have faith in herself. Dafne said most importantly, the law enforcement staff gave her the opportunity to show that she is not a criminal.

Promotions

Lee O'Laughlin - Lieutenant

Lee was born and raised in Ridgecrest, California and attended Burroughs High School. **He has a bachelor's degree in criminal justice and is working on his master's degree in criminal justice management**. Lee started his law enforcement career in 1997. He has held a variety of assignments with the Sheriff's Office including transportation, court security, patrol and detective on the East Palo Alto Crime Suppression Unit. Lee also spent three years assigned to the California Department of Justice, Bureau of Narcotic Enforcement, South Bay METRO Task Force as a task force agent responsible for investigating and dismantling methamphetamine labs in five bay area counties. Lee then returned to the San Mateo County Narcotics Task Force where he served on the South Team and worked numerous undercover assignments purchasing narcotics and firearms from local drug dealers and gang members.

In 2012, Lee promoted to the rank of sergeant. Lee held supervisory assignments in corrections, patrol, and the Homeland Security Division where he oversaw the Emergency Services Bureau. In his spare time, Lee enjoys camping, traveling and spending time with his family.

Promotions, *continued*

Chris Swinney - Lieutenant

Chris was born and raised in Santee, California. He also spent time in Lakeside, California where he graduated from El Capitan High School. After graduation, he continued to study at Humboldt State University where he earned a bachelor of arts degree in sociology.

Chris joined the San Mateo County Sheriff's Office in 2002 as a correctional officer. He later promoted to deputy sheriff and worked patrol, transportation and corrections before being assigned as an agent to the Narcotics Task Force. **Chris rotated back to patrol and promoted to sergeant, where he was assigned to corrections and then as a detective sergeant in the Admin/Classification Unit until his promotion to lieutenant**.

In his spare time, Chris enjoys fishing, writing, and following the Penn State Nittany Lions Football Team. He and his wife Sherri have two children, Michael, 16, and Andrew, 13.

CARON Program Celebrates 20th Anniversary

To celebrate the CARON Program's two decades of community service, the San Mateo County Sheriff's Office hosted a family festival.

The CARON Program was established in 1999, in the North Fair Oaks area, to reduce the violence caused by gang activity. **Then-Sheriff Don Horsley, along with some community leaders, launched CARON with the purpose of uniting the community and encouraging deputies to become highly involved in both bayside and coastal communities**.

"Initially, it was called the Community Alliance to Reclaim Our Neighborhood," Supervisor Warren Slocum recalled during the celebration held at the end of September in North Fair Oaks. He said that thanks to CARON's work, the name changed to the current one: **Community Alliance to Revitalize Our Neighborhood**.

In his welcoming remarks, Sheriff Carlos Bolanos addressed the audience in English and Spanish and stressed the importance of working with the community, especially for law enforcement agencies. "We cannot do our job without you," he told the attendees, and reiterated his unconditional support for CARON. This program is very close to Sheriff Bolanos, because he himself attended all board meetings when he was the undersheriff.

After Sheriff Bolanos' remarks, **Capt. Christina Corpus recognized the work done by one of the founders of the CARON program, Salvador Mejia**. "Mr. Mejia developed the CARON program with a focus on engaging youth and their parents to reduce violence and building safer communities," she said. "He used to say that by involving parents in their children's schools, we help to develop stronger families and functioning partnerships between homes and schools." Mejia worked one-on-one with parents at the local elementary schools to motivate their involvement while the children were still very young.

To honor his memory, Capt. Corpus presented a plaque to the Mejia family, thanking them for all his years of service and his vision for the community.

SHERIFF'S OFFICE

Statistics *July 1, 2019 - September 30, 2019*

Calls for Service:

28,880

K-9 Unit:

Request for K-9 Service: 59
Building Searches: 6
Suspect Apprehensions: 2

Investigations:

New Cases Assigned: 535
Cases Forwarded to the District Attorney's Office: 171
Cases Investigated & Closed: 535
Missing Persons Reported: 77
Missing Persons Closed: 9

Records:

Online Reports Accepted: 166
Public Records Act Requests: 18
Records Counter Contacts: 6,500
Number of Restraining Orders Entered or Updated: 2,160

Traffic Safety:

Traffic Collision Reports: 135
Traffic Citations: 6,280
Injury Collisions: 48
Non-Injury Collisions: 86
Fatal Collisions: 1

Parking Enforcement:

Parking Citations: 8,955

Property:

Items Booked into Property: 4,614
Items Returned to Owners: 341
Fingerprint Services Provided: 605
Controlled Substances and Paraphernalia Destroyed: 0 pounds

FUTURE DIRECTION

Strategic Goals

1. **Public Safety:** Continue to focus on effective use of data analytics, intelligence-led policing, and technology to enhance public safety.
2. **Community Programs:** Maintain strong community programs and services that continue to strengthen relationships and build trust between the Sheriff's Office and the communities we serve.
3. **Recruitment:** Continue a progressive recruitment program that shares the values and vision of the community and the Sheriff's Office to attract top quality candidates. As part of this strategic effort the Sheriff's Office will be launching a recruitment marketing campaign on social media to recruit all current open positions.

The Spirit of Giving! Volunteering their time at the VRS Holiday Luncheon is just one example of how County leaders and staff gave back this quarter.

Fitzgerald Marine Reserve, Moss Beach

COUNTY MANAGER'S QUARTERLY REPORT to the BOARD of SUPERVISORS

WINTER 2019