



CITY COUNCIL STAFF REPORT

MEETING DATE: April 22, 2024

ITEM TITLE: Receive the Annual Update on Police Services 2023.

RECOMMENDATION:

This report is submitted for information purposes only.

FISCAL IMPLICATIONS:

None.

BACKGROUND:

The San Mateo County Sheriff's Office has been contracted to provide law enforcement services to the City of San Carlos since October 2010. A provision of the contract requires the Sheriff's Office to provide a report to the City Council with an overview of police services and an annual summary of crime data. This report will satisfy that requirement.

In 2023, Captain Kristina Bell departed from the San Carlos bureau of the Sheriff's Office, and we welcomed Captain Mark Myers as the Chief of Police Services. Captain Myers' strategic goals for police services in 2023 were to reduce traffic collisions, prevent crime through enforcement and education, improve bicycle and pedestrian safety, and prioritize personnel wellness. The Bureau's efforts were focused on developing effective strategies and allocating resources to enhance enforcement and educate the community.

The 2023 report will offer a comprehensive overview of public interest information, crime trends, traffic statistics, and an overview of community initiatives and involvement. We hope this report will demonstrate our ongoing efforts and commitment to transparency and accountability. We are developing a strategic plan to anticipate our community's public safety needs in the next few years. The bureau will continue to utilize technology and tools responsibly, which we believe are in the best interest of protecting our community. In addition, we have increased efforts to invest in our staff with new wellness initiatives and professional development opportunities.

ANALYSIS:

CRIME SUMMARY:

As of September 1, 2021, the Sheriff's Office has moved to the National Incident-Based Reporting System (NIBRS). NIBRS was implemented to enhance the quality of crime data collected by law enforcement, promising remarkable benefits to policymakers, public safety professionals, researchers, and the public. NIBRS captures totaling 22 crime categories, including homicide,

rape, burglary, identity theft, drugs, and weapon offenses. Compared with the Uniform Crime Reporting (UCR) system's eight Part 1 index crimes, NIBRS expands the range of offenses collected and provides a comprehensive picture of crime and victimization in a community.

NIBRS also offers demographic data about victims and offenders, including age and race, that was previously unavailable through UCR. Additionally, NIBRS documents hate crimes, registering details such as the crime's time and location, the victim's characteristics, and whether an arrest was made. NIBRS also collects additional information about relationships, bias motivation, gang involvement, and suspected drug and alcohol use by the offender. These changes will bring improved detail and a more transparent approach to crime reporting for the public in the future.

As we transition to NIBRS, our historical UCR crime data will no longer serve as valid comparisons due to new reporting requirements.

For additional information on NIBRS:

<https://www.fbi.gov/how-we-can-help-you/more-fbi-services-and-information/ucr/nibrs>

For offense definitions:

https://ucr.fbi.gov/nibrs/2018/resource-pages/nibrs_offense_definitions-2018.pdf

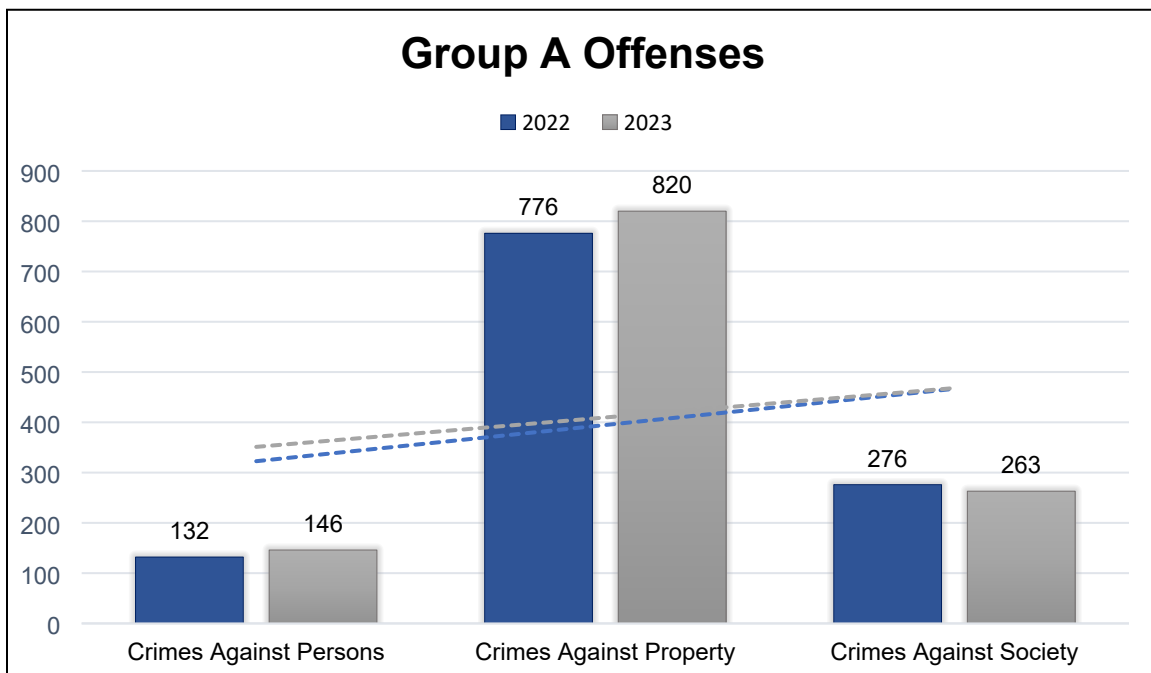
Group A Offenses: Crimes Against Persons	Number of Cases 2022	Number of Cases 2023
Homicide Offense		
Murder/Non-Negligent Manslaughter	1	0
Negligent Manslaughter	0	1
Justifiable Homicide	0	0
Sexual Offenses		
Forcible Rape	12	6
Forcible Sodomy	4	3
Sexual Assault with An Object	2	5
Forcible Fondling	10	8
Assault Offenses		
Aggravated Assault	34	31
Simple Assault	49	69
Intimidation	15	18
Kidnapping/Abduction	4	4
Sex Offenses (Non-Forcible)		
Incest	0	0
Statutory Rape	1	1
Human Trafficking		
Commercial Sex Acts	0	0
Involuntary Servitude	0	0
Crimes Against Persons Total	132	146

Group A Offenses: Crimes Against Property	Number of Cases 2022	Number of Cases 2023
Robbery	11	10
Burglary/B&E	77	82
Residential Burglaries*	28	26
Commercial Burglaries*	49	56
Larceny/Theft Offenses	367	393
Vehicle Burglaries*	77	52
Motor Vehicle Theft	59	59
Arson	0	2
Destruction of Property	109	114
Counterfeiting/Forgery	19	14
Fraud Offenses	109	101
Embezzlement	1	7
Extortion/Blackmail	1	1
Bribery	0	0
Stolen Property Offenses	23	37
Crimes Against Property Total	776	820

*The highlighted offenses are informational only and are not included in the total number of cases

Group A Offenses: Crimes Against Society	Number of Cases 2022	Number of Cases 2023
Drug/Narcotics Offenses		
Drug/Narcotic Violations	130	125
Drug/Narcotic Equip. Violations	142	136
Gambling Offenses	0	0
Prostitution Offenses	4	2
Crimes Against Society Total	276	263

Below is a graph of the City of San Carlos' Group A Offenses for the past two years:



DISCUSSION:

As seen in the above data, crime rates have remained consistent overall from 2022 to 2023, with some noted differences in specific offenses. The data points towards an 11% increase in crimes against persons during this period. Interestingly, this includes a 21% reduction in sexual offenses and an 8% drop in aggravated assaults. There was also a substantial 41% increase in cases of simple assault. It is unclear what factors led to these increases in certain crimes, but it is possible that behavioral health challenges like substance abuse and mental health could have contributed. Furthermore, it is worth noting that rising social and economic challenges, such as the state's growing homelessness problem, may be a factor. In short, crime trends do not occur in isolation from broader social and economic forces.

Property crimes have increased by a modest 6% between 2022 and 2023. However, San Carlos has observed a decline in residential and vehicle burglaries during this time. We have implemented numerous burglary deterrence measures, including using automated license plate reader (ALPR) cameras and deploying burglary suppression details. Also, the importance of the residents employing basic crime prevention actions cannot be overemphasized. This includes not leaving valuables in vehicles, being mindful of one's surroundings, and promptly reporting criminal activity.

There has been a notable decrease in reported crimes against society overall, with a significant decline in drug and narcotic offenses between 2022 and 2023. The sustained reduction in such crimes warrants further investigation; however, it is worth mentioning that the police bureau has been consistently conducting proactive patrols. Additionally, there have been increased efforts to arrest individuals caught with narcotics rather than simply citing and releasing them. This approach allows the individuals to receive the necessary aid and resources to address their addictions.

When analyzing these crime statistics, it's important to consider the challenges of transitioning from UCR to NIBRS and introducing personnel to a new crime data collection method. NIBRS requires a greater level of data entry and understanding of the new code values. Some may find the NIBRS fields to be less user-friendly, which could result in challenges with accurate coding during its induction. It's important to remember that the accuracy of the data is dependent on the quality of the input, and we will continue to support personnel with using the NIBRS system and expect to see an increase in data accuracy and our ability to predict trends in the years to come.

CLEARANCE RATES:

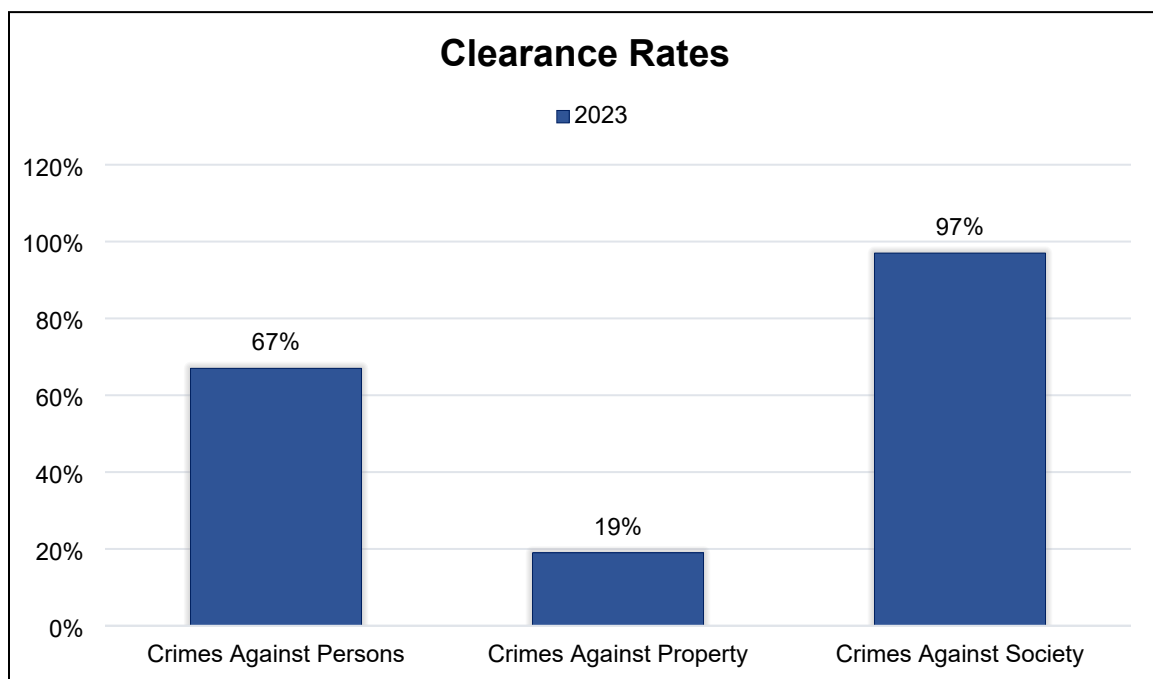
Group A Offenses under NIBRS clears crimes through arrest or exceptional means. An incident can be cleared by arrest if one offense is part of a multiple-offense incident. Offenses may also be administratively closed.

- 1) Cleared by Arrest – An incident cleared by arrest must meet the following conditions:
 - a) At least one suspect is arrested
 - b) The arrestee is charged with the commission of the offense
 - c) The arrestee is turned over to the court system for prosecution and adjudication
- 2) Cleared by Exceptional Means – The following four (4) conditions must be met to clear an offense by this category:
 - a) Clearly and definitely established the identity of at least one (1) offender

- b) Sufficient probable cause to support an arrest, charge, and turn the offender over to the court for prosecution
- c) The offender's exact location must be identified so that they may be taken into custody
- d) Circumstances outside the control of law enforcement that prevent the arrest, charge, and prosecution of the offender. Examples of exceptional clearance include but are not limited to, the following: (1) Death of the offender, (2) Victim's refusal to cooperate with the prosecution after the offender has been identified (3) Prosecution declined for a reason other than lack of probable cause

The clearance rates are calculated by dividing the number of crimes that are "cleared" by the total number of crimes recorded and multiplying the result by 100.

Below is a graph of the 2023 clearance rates for Group A Offenses in San Carlos:



ADDITIONAL CRIME STATISTICS:

Data from calendar year 2023, unless otherwise noted



1976

Original Reports Documented



683

Total Arrests

PUBLIC SAFETY COMMUNICATIONS (DISPATCH):

The communications center answers both 911 and non-emergency calls from the public and provides dispatching services to the City of San Carlos. Dispatchers are a critical component of communicating with our community. In addition to communicating with deputies and bureau staff, dispatchers direct the appropriate resources (medical aid, law enforcement, etc.) to emergencies and other calls for service.



11,992

Total 911, Emergency and
Non-Emergency Calls
Received by Dispatch for
San Carlos

117

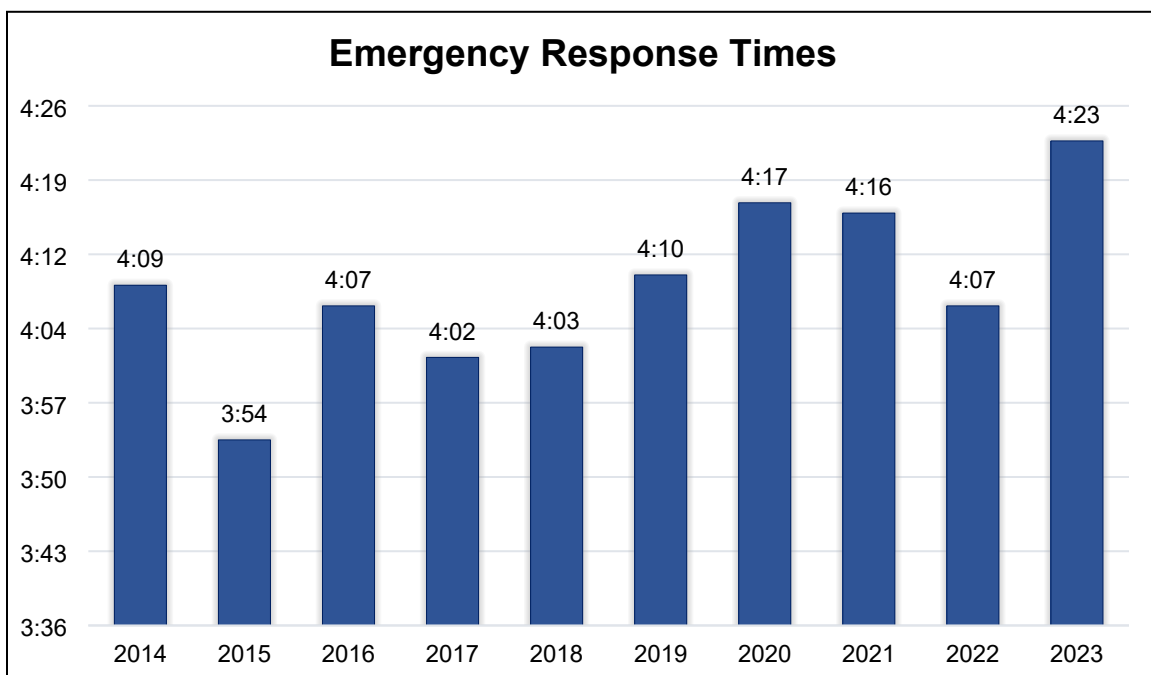
Total Number of Emergency Calls

11,875

Total Number of Non-Emergency Calls

RESPONSE TIME:

The graph below lists our response times to emergency calls for service within the City of San Carlos over the past ten years. Emergency calls are defined as “Immediate” (**Priority 1**) calls in progress that require an immediate response, and there is reason to believe that the immediate presence of the police is essential to save a life. According to the Department of Justice, several studies have found that if the police take less than 5 minutes to respond to a call involving a crime, the probability of making an arrest is 60 percent. When the time exceeds 5 minutes, the arrest probability drops to approximately 20 percent. We have consistently responded to emergency calls with an average time significantly below five minutes. These response times are excellent by any standard, and this metric is critical to community safety.



INVESTIGATIONS BUREAU:

The Investigations Bureau is composed of a team of expertly trained and specialized personnel who use their expertise to conduct crucial investigations into crimes that affect San Carlos. While only two detectives from the bureau are assigned to San Carlos, it is important to note that they have access to the entire bureau's resources to investigate any crime.



539

Total Number
of Cases Investigated in San Carlos

Investigative case highlights for 2023 are as follows:

1. Large-Scale Bank Fraud Scheme Identified

In January of 2023, detectives were informed of several suspects who were suspected of passing fraudulent checks totaling \$138,000 at a Wells Fargo branch. The crimes were committed over a few months and involved six suspects. Five suspects were identified through video surveillance and information from fraudulent checks, and the sixth suspect was believed to be a bank teller. The bank teller agreed to a phone search, which revealed photos and social media posts with one of the suspects who had cashed a fraudulent check. Search warrants were then authorized for social media accounts, phone records, and cell phones over several months. These warrants revealed that the suspects had cooperated and conspired with the bank teller to commit these crimes. The bank teller would identify business accounts with high balances and provide this information to the suspects, who would then pass fraudulent checks through those accounts. A judge issued felony arrest warrants for all six suspects.

2. Home Depot Robbery and Security-Involved Shooting

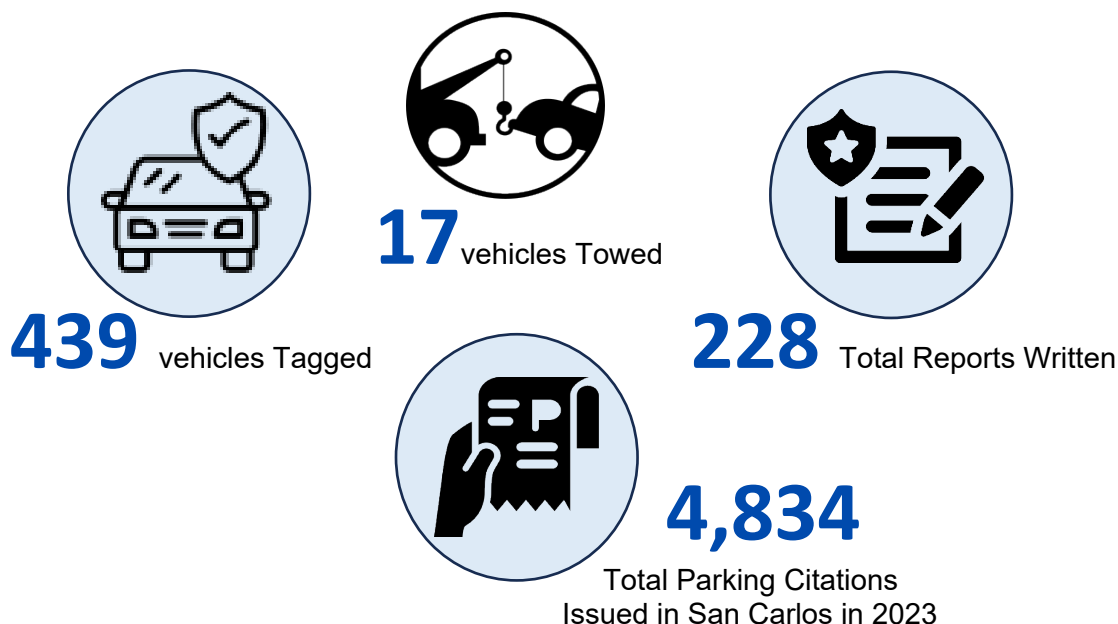
While on patrol near the Home Depot parking lot, a deputy heard two gunshots and quickly responded to the scene. Upon arrival, the deputy found a man with a gunshot wound and called for medical assistance. Through investigation, it was discovered that the injured man had committed theft inside the store and was confronted by a security guard when he tried to leave with concealed items. The suspect became violent and attacked the security guard, causing significant injuries. The guard attempted to defend himself with a baton, but the suspect disarmed him and continued to resist. In an act of self-defense, the guard opened fire on the suspect and was later found to have acted appropriately based on video surveillance and witness statements. The suspect was arrested after receiving medical attention for his gunshot wound.

3. Embezzlement Scheme

In June 2023, a business owner reported suspicions of embezzlement by a former office manager. Upon investigation, it was discovered that the suspect had been endorsing checks meant for the

company to her personal bank account and altering bookkeeping entries to cover her tracks. Further investigation revealed that the suspected embezzlement may have been ongoing since 2018, costing well over \$700,000. A judge issued a felony warrant for the suspect's arrest in December 2023, and the suspect was apprehended in North Bay and brought back to San Mateo County in March 2024.

COMMUNITY SERVICES OFFICERS:



In San Carlos, Community Services Officers (CSOs) work alongside sworn personnel to ensure the police bureau operates with maximum efficiency. These non-sworn individuals handle service calls that do not require the presence of an armed deputy, freeing up their colleagues to focus on more pressing matters.

CSOs also play an active role in the community, participating in events such as Hometown Days, Art and Wine Faire, and Night of Holiday Lights. In 2023, they worked closely with the bureau to assist with duties such as conducting community outreach with downtown businesses and residents, investigating vandalism, enforcing traffic and parking ordinances, towing abandoned vehicles, performing traffic control, and issuing parking and equipment violation citations. They also played a crucial role in assisting deputies with taking non-suspect information and non-violent crime reports and participating in local DUI checkpoints.

MOTOR UNIT:

The City of San Carlos currently has two dedicated motorcycle traffic deputies who work full-time in traffic enforcement, covering Monday to Friday. Over the course of 2023, these deputies have been involved in several important initiatives, including bicycle and pedestrian safety operations, sobriety and driver's license checkpoints, and distracted driving operations.

Additionally, they actively participate in community events by assisting with traffic and crowd control. As part of the Major Accident Investigation Teams (MAIT), they conduct thorough investigations into major traffic collisions. In November 2023, they also had the honor of escorting

esteemed dignitaries, such as presidents, to the Asia-Pacific Economic Cooperation (APEC) Leaders' Summit.



4,013

Total Traffic Citations Issued
in San Carlos in 2023



2,137

Traffic Citations Issued
by Motor Deputies

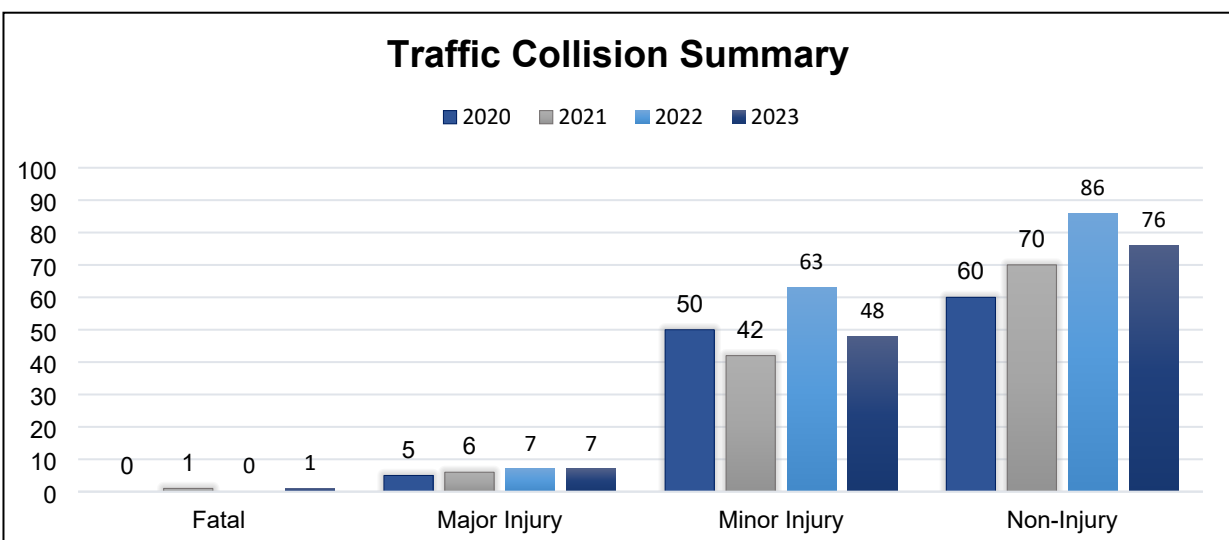
TRAFFIC TRENDS AND RESPONSES:

San Carlos traffic enforcement is a collaborative effort among Deputies, Motor Deputies, and Community Service Officers. The goal is to reduce traffic-related fatalities and injuries. This is achieved through a combination of education, engineering, and enforcement to address hazardous driving behaviors. The San Carlos Police Bureau is committed to ensuring the safety of all road users and continuously focuses on areas with high traffic collisions.

The following data categories for motor vehicle traffic collisions were used: fatal injury, major injury, minor injury, and non-injury collisions.

- Fatal injury: resulting in the death of one or more persons within 30 days of the collision.
- Major injury: including severe wounds, other visible injuries, or complaints of pain.
- Minor injury: any injury that is evident at the scene of the collision other than fatal or major injuries.
- Non-injury: no complaint made, or treatment required by the persons involved.

The graph below contains traffic collision data related to reported collisions in the last four years.



According to the data, there has been minimal fluctuation in significant collisions within the last four years. Nevertheless, there has been a 24% decline in minor collisions and a 12% decrease in non-injury collisions from 2022 to 2023. Ensuring the roads remain secure for all individuals is a continuous focus for the San Carlos Police Bureau. The decline in minor and non-injury collisions may be attributed to the latest enforcement initiatives in traffic collision-prone areas in San Carlos.

Top 3 Collision Factors in 2023

Unsafe Lane Change
Speeding
Unsafe Starting or Backing

TRAFFIC ENFORCEMENT STRATEGIES:

The City of San Carlos takes a comprehensive approach to traffic safety in partnership with the Sheriff's Office and other City staff. This approach includes three components: education, enforcement, and engineering. To ensure effective traffic enforcement, two full-time motorcycle traffic deputies are assigned to San Carlos, working Monday through Friday. These deputies participate in the Saturation Traffic Enforcement Program (S.T.E.P.) on a rotating basis, allowing for a team of four to five motorcycle deputies to conduct targeted traffic enforcement collectively. Additionally, the remaining three deputies per shift working on patrol assignments also assist with traffic enforcement when possible.

Various channels are available for community members to voice their traffic complaints, including the online platform Inform San Carlos, or by contacting or visiting the police bureau, or engaging with a Deputy while in the field. These complaints are logged, reviewed, and posted on the patrol board for complaint-driven traffic enforcement.

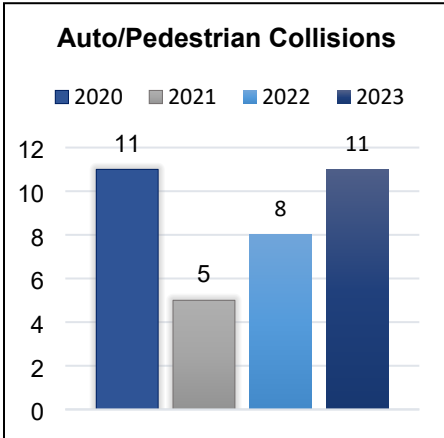
To ensure a coordinated response to community concerns about traffic safety, the Sheriff's Office collaborates with the Department of Public Works Director and the City Engineer. Together, they develop a strategic plan based on specific engineering and traffic survey findings to direct traffic enforcement efforts.

As a third component of our traffic enforcement and safety approach, our office prioritizes public safety education through participation in the National Highway Traffic Safety Awareness (NHTSA) campaigns. We partner with the California Office of Traffic Safety to participate in various campaigns throughout the year.

Also, the Sheriff's Office is involved in the Countywide Saturation Traffic Enforcement Program ("S.T.E.P"), a joint initiative with other local agencies to enhance traffic safety and awareness in problem areas of San Mateo County. These events are organized to focus on the City of San Carlos twice a year, where a significant number of traffic stops and citations take place in a coordinated effort.

The police bureau also operates and dispatches electronic message boards that illustrate speed data. These message boards aid in raising driver awareness about speed-related issues. Finally, speed surveys play a vital role in collecting speed data, which helps us to address resident complaints and increase deputy presence in areas that require more enforcement.

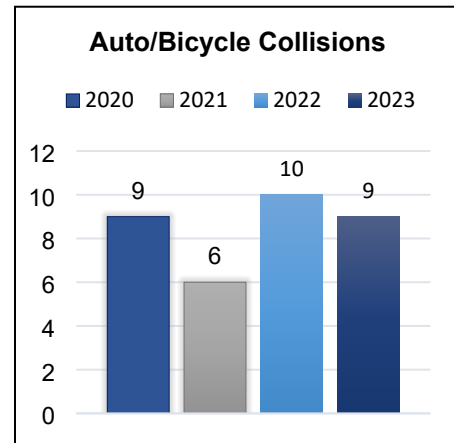
PEDESTRIAN AND BICYCLE COLLISION DATA:



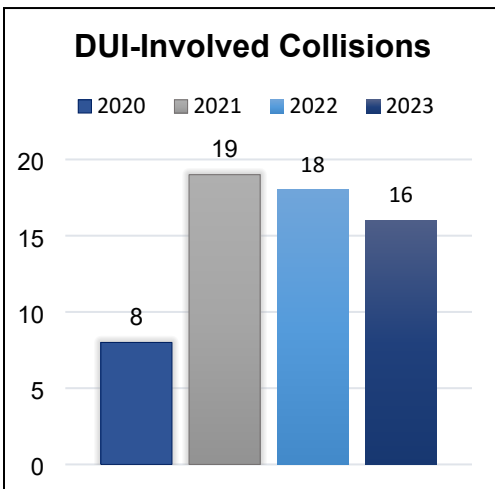
Pedestrian and bicycle safety was a top priority for the police bureau in 2023. Although we saw a slight reduction in bicycle collisions, there was an uptick in pedestrian collisions. We recognize that unlike those traveling in vehicles, bicyclists and pedestrians are more vulnerable due to the lack of protection. Our commitment to keeping the community safe led us to host numerous bicycle and pedestrian safety operations in San Carlos last year. We continue to raise awareness about traffic rules, rights, and responsibilities for all drivers, walkers, and bicyclists. Our deputies and sergeants attended the Family Bicycle Safety Event and the Public Safety Fair, where they provided educational material and engaged in open dialogue with community members about safety issues in

San Carlos. At the police bureau, we believe that traffic safety is a shared responsibility, and our proactive approach is designed with this in mind. We understand that accidents can happen, but we are committed to doing everything possible to prevent them.

An important development occurred in 2023 when a Grand Jury Report was released, highlighting the need for improved safety measures for bicyclists in the County. Responding proactively to this issue, the Sheriff's Office took the initiative to create a convenient crime portal for bicyclists to report any incidents of vehicles operating unlawfully. Additionally, the Sheriff's Office personnel were equipped with a detailed 3-foot Rule Violation Guide outlining the appropriate procedures for handling and following up on report submissions.



DUI-RELATED COLLISIONS:



In 2023, San Carlos implemented two checkpoints for driver's licenses and sobriety. The primary objective of these checkpoints is to ensure public safety, raise awareness of the risks associated with operating a vehicle while under the influence of alcohol or drugs, and act as a preventative measure against potentially impaired drivers.

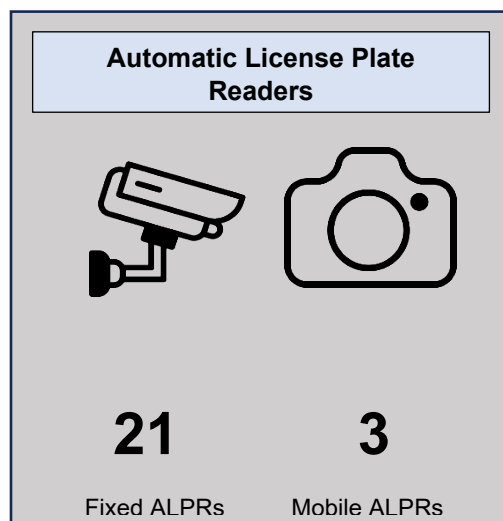
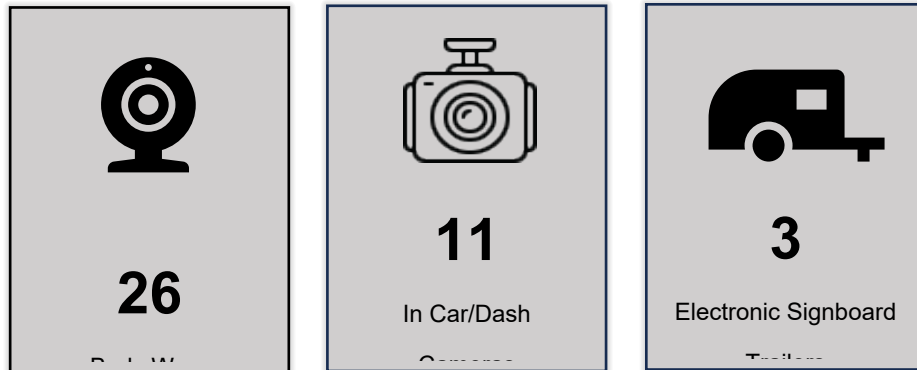
Total Results:

1945 Vehicles Screened

40 Sobriety Tests Conducted

We observed an overall decline in collisions related to DUI incidents. Our deputies have taken a proactive approach by patrolling problematic areas in San Carlos, aiming to both dissuade and educate the community regarding the severe ramifications of drinking and driving.

EQUIPMENT DEPLOYMENT:



San Carlos has a network of 21 fixed automatic license plate readers (ALPR) cameras, which the City owns and contracts through Flock Safety. Thanks to the advanced camera network, we can now enhance vehicle recognition and quickly search for crime-related vehicles based on various characteristics such as vehicle type, make, color, state of license plate, and other distinctive features like bumper stickers, decals, and roof racks. This feature will assist our bureau and allied agencies in searching for vehicles that may be involved in criminal activity and will also provide real-time alerts regarding their movements. Utilizing ALPR technology, frequent patrols, and responding to public reports of criminal activity are crucial components of the San Carlos Police Bureau's efforts to prevent crime.

ALPR technology assisted in **14** investigations in the second half of 2023.

2023 SUCCESS STORIES OF ALPR CAMERAS IN SAN CARLOS

SUCCESS STORY #1

A local business on the 100 block of Glen Way in San Carlos was burglarized, resulting in the loss of thousands of dollars worth of equipment, including drones, a carbon fiber bicycle frame, a Hydrology computer model, and various other items. Fortunately, video surveillance footage identified a vehicle that matched the description of the suspect's car. Thanks to Flock cameras, the stolen property was even visible in the bed of the truck in images captured after the crime. Subsequently, the suspect's vehicle was located in South San Francisco, still containing stolen items. The suspect was apprehended for possession of the stolen property and later admitted to the burglary during an interview with authorities. The suspect also revealed the location of a storage locker in Burlingame where additional stolen property was being held. Furthermore, the suspect provided information on a second suspect with a storage locker in San Carlos. This individual was located at a nearby storage facility and was found to be in possession of items stolen from the same burglary. The second suspect was also placed under arrest for possession of stolen property. Search warrants were executed at both storage facilities, and most of the stolen property was recovered and returned to the rightful owners.

SUCCESS STORY #2

In August 2023, a business on the 1000 block of Bing Street in San Carlos experienced a break-in resulting in the theft of thousands of dollars worth of tools and electrical equipment. Flock cameras identified a vehicle that matched the description of the burglary vehicle from video surveillance. Detectives located the suspect vehicle in Hayward and obtained a GPS tracker warrant from a judge. Over a one-month period, detectives conducted surveillance and positively identified the suspect driving the vehicle through physical surveillance. During this time, the suspect committed multiple burglaries in Fremont, San Leandro, and Hayward. A felony arrest warrant was issued, and the suspect was apprehended. A subsequent search warrant led to the discovery of clothing matching the description from the video and property taken from the Hayward burglary. The suspect was later linked to other burglaries in Rohnert Park, Santa Clara, Fremont, Pinole, San Leandro, and Hayward. The suspect is currently in custody for burglary-related offenses in various counties around the Bay Area.

SUCCESS STORY #3

A series of thefts occurred over several weeks at an apartment complex located on the 700 Block of Walnut Ave in San Carlos. The individual responsible broke into the mail room and stole multiple items. Video surveillance revealed both the suspect and their vehicle, and Flock Cameras helped identify the suspect's car. Sadly, the same suspect and vehicle continued to break into other apartment complex mail rooms or secured areas in San Mateo and Redwood City for the next two months. Eventually, a felony arrest warrant and search warrant were issued. During the execution of the search warrant, deputies were able to locate items that had been stolen from the San Carlos burglaries in the suspect's residence.

PSYCHIATRIC EMERGENCY RESPONSE TEAM (PERT):

The Psychiatric Emergency Response Team (PERT) is a partnership between the San Mateo County Sheriff's Office and San Mateo County's Behavioral Health and Recovery Services (BHRS). PERT's goal is to provide resources and support to individuals and families living with mental illness to help manage acute crises and reduce violent interactions and tragic outcomes involving law enforcement and those experiencing crises. PERT supports individuals and families to reduce jail recidivism of those living with mental illness and reduce psychiatric emergency hospitalizations by proactively diverting people to other applicable services and resources in the community. When the team was initially established in 2015, it consisted of one Sheriff's Office detective and one BHRS clinician. In 2019, PERT expanded to include two detectives and two clinicians.

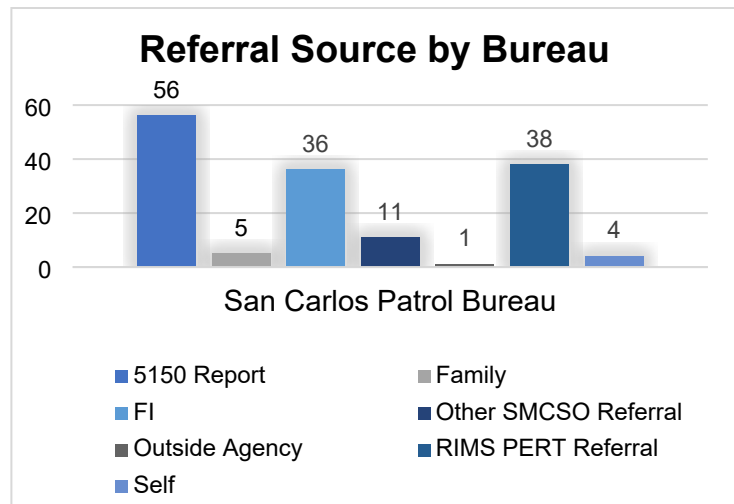
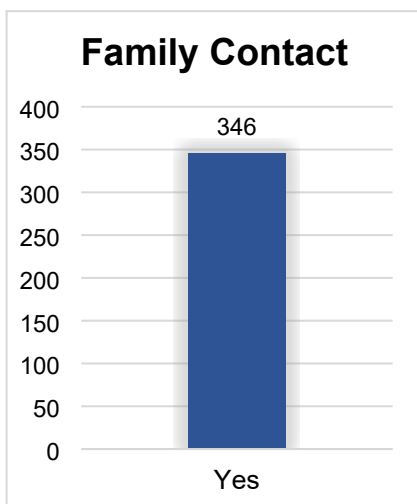
PERT coordinates San Mateo County's Crisis Intervention Training (CIT) and Enhanced Crisis Intervention Training (ECIT). CIT was started in 2005 and is a foundational training focused on mental health systems, resources, recognizing signs and symptoms of mental illness, and de-escalation. ECIT is a new course that started in 2021 and focuses on bringing modern best practices for mental health crisis response to law enforcement. This includes alternative strategies such as delayed contact, maintaining time and distance, disengagement, and teaching crisis communication techniques.

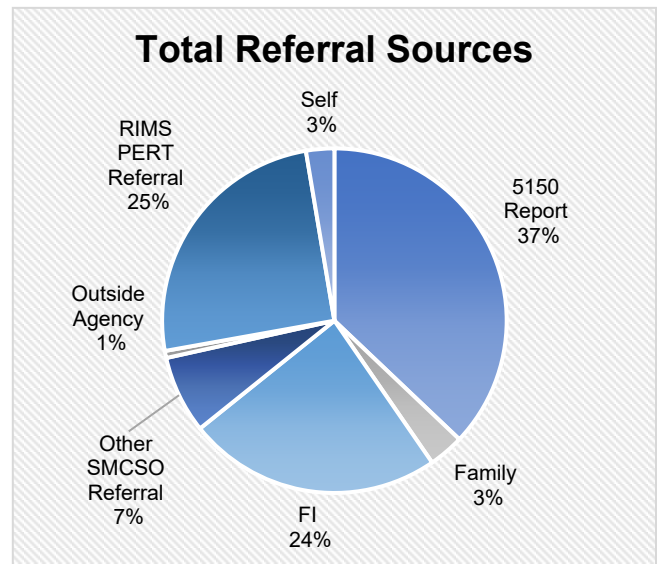
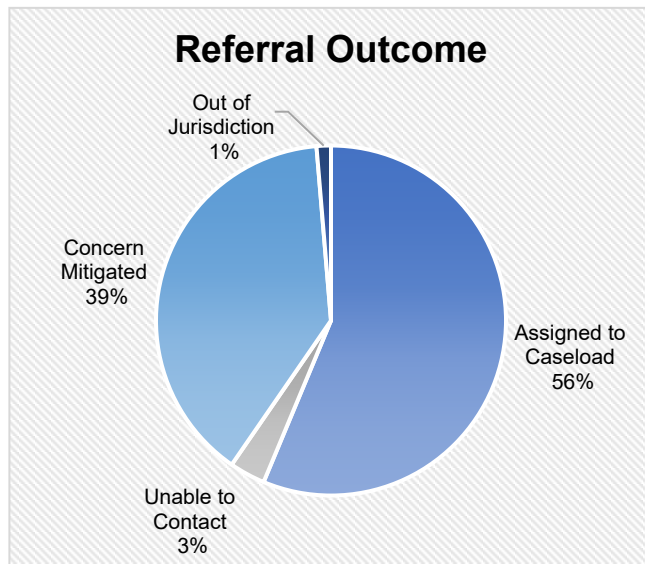
PERT reviews all mental health cases within the Sheriff's Office. This includes cases where an individual is determined to meet criteria for Welfare and Institutions ("W&I") Code 5150, which is an involuntary hold, by being a danger to themselves, danger to others, or gravely disabled. Patrol deputies also refer cases where mental health is suspected to be a factor, but the individual does not meet the criteria for W&I 5150.

From January 1, 2023 through December 31, 2023, there were **56** W&I 5150 holds in San Carlos. An additional **85** cases were referred by deputies or command staff. **10** cases were referred by outside agencies or previous clients who recontacted PERT for support. Overall, PERT received **151** total referrals for the City of San Carlos. After investigating all referred cases, **85** of those referrals, or 56%, were deemed to need follow-up and were assigned to the PERT caseload.

The following are examples of some of the work PERT has done in San Carlos:

- Dealing with mental health crises is a common occurrence for law enforcement officers. In 2021, the Sheriff's Office implemented ECIT, a program that trains deputies to gather as much information as possible before approaching a person in crisis. This allows them to create a plan of action that considers any potential triggers or hooks that may exacerbate the situation. Despite these efforts, it's important to recognize that emotions may still be running high during a 911 response. In cases where the safety of others is not immediately threatened, disengaging from the scene has proven to be an effective de-escalation strategy. This approach has yielded positive results in San Carlos and throughout the Sheriff's Office jurisdiction, and cases are referred to PERT for follow-up. PERT works closely with the individual, their family, or their care team to provide stabilization and connect them with the necessary resources.
- Worked with the County Attorney's Office on the legal process to remove firearms from San Carlos residents who were hospitalized on mental health holds (8102(a) W&I).
- Provide education to deputies, BHRS teams, outside agencies, and families on California's Gun Violence Restraining Order (GVRO) law. PERT works with the County Attorney's Office to prepare for GVRO court hearings.
- PERT met with an unsheltered individual living with mental illness who was generating multiple calls for service. PERT made several attempts to connect the individual to treatment and shelter, which the individual refused. The individual was eventually placed on a W&I 5150 hold by deputies and was taken to a local hospital for evaluation and treatment.
- PERT provided follow up to an individual living with a serious mental illness and their parents. The individual was unwilling to seek treatment. PERT met with the family and referred both the individual and parents to appropriate services.

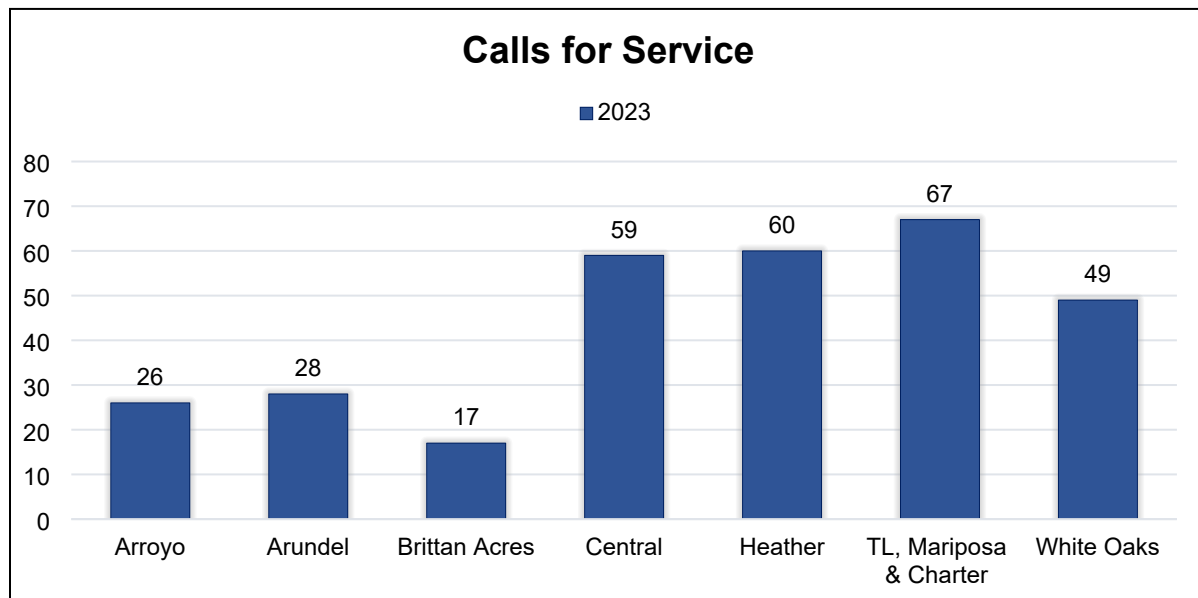




SCHOOL RESOURCE OFFICERS:

The San Carlos Police Bureau's deputies and sergeants work closely with School Resource Officers to establish a safe and supportive learning environment for students, parents, and faculty. Our SROs play a crucial role in developing safety plans, engaging with students through meet-and-greets, and partnering with community-based organizations to provide education on crime prevention and drug safety. Furthermore, our SROs are responsible for investigating criminal activity, ensuring security and crowd control at school events, and conducting home visits when necessary.

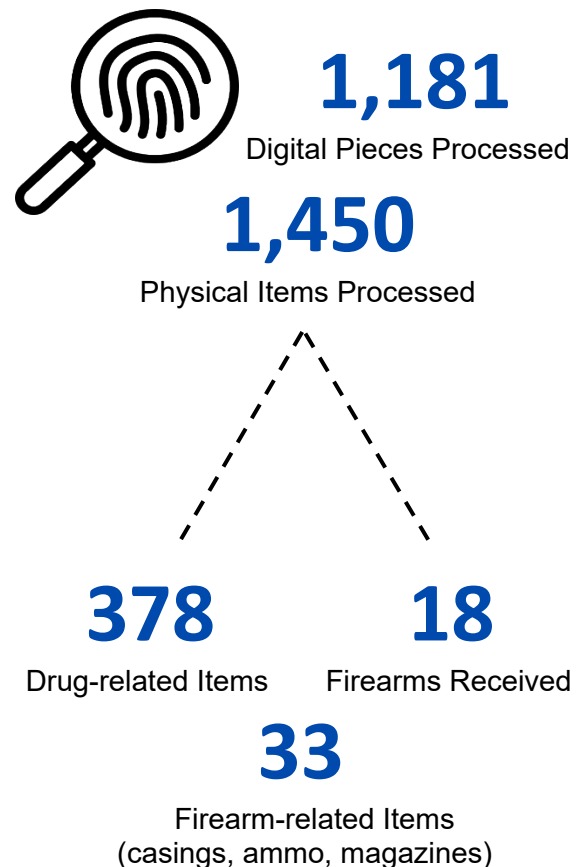
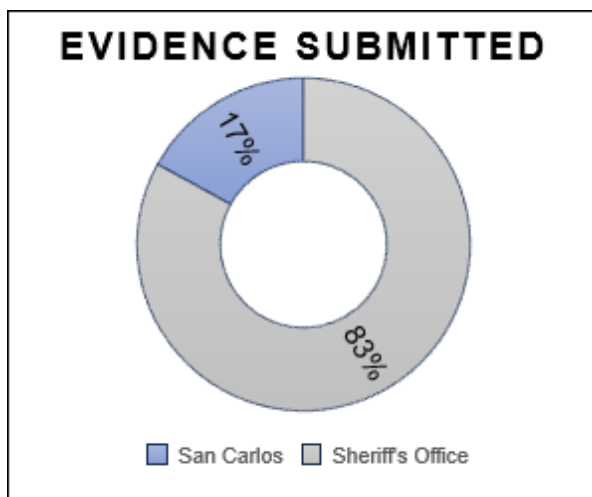
The graph below displays the calls for service to schools during the year 2023:



PROPERTY BUREAU:

The Property Bureau's primary responsibility is to properly document, categorize, securely store, and release property to its lawful owner for court presentation, auction, or disposal, as required.

- **Evidence:** The property is typically retained until any ongoing legal proceedings are resolved. Following this, the prosecuting attorney may file a court order for its return, certifying that the property is no longer needed as evidence and can be returned to its rightful owner.
- **Found Property:** Any found or unattended property is secured and held for at least 90 days while efforts are made to locate its lawful owner.



COMMUNITY ENGAGEMENT:

The Sheriff's Office prioritizes building and nurturing a strong connection with the community we serve. We aim to effectively engage with the community to promote trust, communication, transparency, and mutual respect. We have developed strategic programs, organized special events, provided education, and disseminated public information to achieve this goal. Our staff and volunteers work tirelessly to interact with residents, businesses, youth, community organizations, and the media to foster a positive relationship that benefits everyone involved. We encourage and maintain a strong relationship with the community we serve.

The Sheriff's Office has a significant presence at major community events, and the following is a list of events and meetings attended in 2023:

Holiday Toy Drive	Hiller Aviation Kids' Air Fair
Coffee with the Chief	Strategic Communication Meetings
Eucalyptus Lighting	Downtown Services Unit
Goblin Walk	STAR Camp
Night of Holiday Lights	2+2 Committee Meetings
Public Safety Fair	Special Olympics Torch Run
Shop with a Hero	Women's Bootcamp
Art and Wine Fair	Gun Buyback

CONCLUSION:

On behalf of Sheriff Christina Corpus and the men and women of the San Mateo County Sheriff's Office, it is an honor for us to provide law enforcement services to the people of San Carlos. We are committed to always doing our best and continually striving to improve our performance.

Respectfully submitted by:

Mark Myers, Police Captain

Approved for submission by:



Jeff Maltbie, City Manager