



**SAN MATEO COUNTY  
BOARD OF SUPERVISORS  
CRIMINAL JUSTICE COMMITTEE**

**Adrienne Tissier, Chair  
Mark Church, Vice-Chair**

David S. Boesch, Assistant County Manager  
Brenda Carlson, Chief Deputy County Counsel  
400 County Center, Redwood City, CA 94063  
650-363-4123

TO: Criminal Justice Committee

FROM: David S. Boesch, Assistant County Manager

SUBJECT: Criminal Justice Committee Meeting—Agenda for September 10, 2007

DATE: September 4, 2007

**Meeting Date and Time:** September 10, 2007, 11:00 AM

**Place:** Hall of Justice and Records, Board of Supervisors Conference Room  
First Floor, 400 County Center, Redwood City, California

1. Call to Order
2. Oral Communications and Public Comment
3. Approval of the Minutes for the Criminal Justice Committee Meeting of July 9, 2007 - *Attachment*
4. Committee's Scope of Responsibilities (Brenda Carlson, County Counsel)
5. Juvenile Justice Reform (Loren Buddress, Probation Department)
6. Proposition 36 Update (Gale Bataille, Health Department)
7. MIOCR Grant (Gale Bataille, Health Department)
8. 911 Wireless Update (Jaime Young, Public Safety Communications) - *Attachment*
9. Adjournment

*A COPY OF THE SAN MATEO CRIMINAL JUSTICE COMMITTEE AGENDA PACKET IS AVAILABLE FOR REVIEW AT THE CLERK OF THE BOARDS OFFICE, HALL OF JUSTICE, 400 COUNTY CENTER, FIRST FLOOR. THE CLERK OF THE BOARDS OFFICE IS OPEN MONDAY THRU FRIDAY 8 A.M. - 5 P.M., SATURDAY AND SUNDAY - CLOSED.*

*MEETINGS ARE ACCESSIBLE TO PEOPLE WITH DISABILITIES. INDIVIDUALS WHO NEED SPECIAL ASSISTANCE OR A DISABILITY-RELATED MODIFICATION OR ACCOMMODATION (INCLUDING AUXILIARY AIDS OR SERVICES) TO PARTICIPATE IN THIS MEETING, OR WHO HAVE A DISABILITY AND WISH TO REQUEST AN ALTERNATIVE FORMAT FOR THE AGENDA, MEETING NOTICE, AGENDA PACKET OR OTHER WRITINGS THAT MAY BE DISTRIBUTED AT THE MEETING, SHOULD CONTACT NANCY GUERRERO, CRIMINAL JUSTICE COMMITTEE CLERK, AT LEAST 2 WORKING DAYS BEFORE THE MEETING AT (650) 363-4123. AND/OR [nguerrero@co.sanmateo.ca.us](mailto:nguerrero@co.sanmateo.ca.us). NOTIFICATION IN ADVANCE OF THE MEETING WILL ENABLE THE COUNTY TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING AND THE MATERIALS RELATED TO IT. ATTENDEES TO THIS MEETING ARE REMINDED THAT OTHER ATTENDEES MAY BE SENSITIVE TO VARIOUS CHEMICAL BASED PRODUCTS.*

*If you wish to speak to the Committee, please fill out a speaker's slip. If you have anything that you wish distributed to the Committee and included in the official record, please hand it to the Assistant County Manager who will distribute the information to the Supervisors and staff.*



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## **DRAFT ACTION MINUTES**

**Meeting Date and Time:** July 9, 2007, 11:00 AM

**Place:** Board Conference Room, Office of the Board of Supervisors  
First Floor, 400 County Center, Redwood City, California

### **1. Call to order**

Committee Chair Adrienne Tissier called the meeting to order at 11:05 AM. Committee members Adrienne Tissier and Mark Church were present.

### **2. Oral Communications and Public Comment**

There was no member of the public who wished to speak.

### **3. Committee and Staff Introductions**

In addition to Committee members Adrienne Tissier and Mark Church, the following individuals were present:

Stu Peterson, Probation Department  
John Fitton, Courts  
Nancy Guerrero, County Manager's Office  
David Boesch, County Manager's Office  
Brenda Carlson, County Counsel's Office  
Marshall Wilson, County Manager's Office  
Randy Torrijos, Board of Supervisors

Jim Fox, District Attorney's Office  
Lorraine Simmons, Board of Supervisors  
Mary McMillan, County Manager's Office  
Christine Hollender, County Manager's Office  
Juda Tolmasoff, Board of Supervisors  
Liz Kauk, County Manager's Office  
Brian Perkins, Board of Supervisors

### **4. Committee Jurisdiction and Structure**

The issue of Brown Act as it relates to the participation of committee members Adrienne Tissier and Mark Church in the Jail Overcrowding Task Force and the Criminal Justice Committee was raised. County Counsel will confirm at the August meeting whether participation in both the Criminal Justice and an ad hoc committee(s) will pose a potential problem.

Committee members requested the scope of the committee be broadened to include probation and jail facilities and the deletion of "parole" since that is a state function. The resolution creating the committee, which details the scope of the committee, will go before the Board of Supervisors with revisions in September.

**5. Discussion: DMJM Design /Maple Street Correctional Facilities Needs Assessment Update**

The Committee heard a brief summary about the timing of the project and inquired about the Sheriff's efforts on electronic monitoring that is in effect until the end of December 2007. A request was made for an update at the August meeting detailing the criteria, restrictions and number of participants.

**6. Discussion: Juvenile Justice Block Grant**

The Committee was provided a summary of the state budget. The Committee requested an update at the August meeting on the AB900 regional workshop San Mateo County is scheduled to host.

**7. Announcements and Set Future Meetings**

There were no announcements. The meetings for the remainder of the 2007 calendar year were tentatively scheduled for August 13, September 10, October 15, November 19 and December 10 at 11:00 AM in the Board Chambers.

**8. Agenda Items for Future Meetings**

No discussion.

**9. Adjournment**

Meeting adjourned at 11:55 AM.



# County of San Mateo

## Office of Public Safety Communications

Date: August 28, 2007

INFORMATIONAL ONLY

To: Honorable Board of Supervisors

From: Jaime D. Young, Communications Center Director

Re: Status of Wireless 9-1-1 at Public Safety Communications

### Recommendation:

Accept this report on the status of the implementation of wireless 9-1-1 into the Public Safety Communications (PSC) Dispatch Center.

### Implementation Schedule

PSC will start phased implementation of the wireless 911 system on February 11, 2008. Before selecting a wireless hardware vendor, PSC had to complete eight technology upgrades, two of which were specifically related to the wireless 911 system. Those projects have been completed and PSC is now moving forward with procurement of the wireless telephone hardware from Positron, the selected vendor. Installation of the technology will be complete in early January and staff training is scheduled to begin the week of January 14<sup>th</sup>. To assure quality service, PSC will start by accepting calls from one wireless vendor, for example AT&T or Verizon, providing the wireless vendor is prepared for this transition on their end. Additional wireless vendors will be phased in approximately every two weeks after the February 11<sup>th</sup> start date. PSC expects to be serving all vendors by no later than May 2008.

### Issues with Implementation - Staffing

PSC anticipates a 35% increase in call volume from wireless 911 calls. In addition to an increased number of calls, PSC expects many wireless calls will take additional time to triage for the following reasons.

- When PSC starts accepting wireless calls, CHP will no longer be screening out duplicate calls for the same incident. Therefore, the PSC staff may field numerous calls on the same incident, which they have not had to do in the past.
- PSC will receive misdirected calls due to cell tower footprints. This will require Dispatchers to reroute the caller to the agency that should have received the initial call. Re-routing misdirected calls is essential in order for the correct first responder to be deployed. It is projected that numerous misdirected calls will be fielded in the Dispatch Center as the law agencies dispatched by PSC border other cities and counties.

- When calls are received that should be routed to CHP, the Dispatcher must transfer that call to the CHP call center. Due to staff shortages at the CHP call centers, the dispatcher will likely be placed in the call-waiting queue. San Jose PD reports this has been a significant issue for their Center.
- Unintentional or accidental calls to the Dispatch Center will require a callback to the cell caller. This problem may be reduced with software that screens out these types of calls (it is estimated that up to 12% of wireless calls received can be reduced by using this technology). The feasibility of using this technology will be explored during the development of the project in order to ensure capability with the new hardware.

The current plan is for existing staff to absorb the additional workload created by wireless 911. However, staffing needs will be reviewed as the service is expanded to all wireless carriers and we will report back to you if our service levels are significantly affected by the added calls.

### Issues with Implementation - Coverage and Routing

In addition to staffing issues, there are also issues regarding coverage and routing of wireless 911 call that include the following:

- The County and CHP negotiate the cell tower assignment in the unincorporated areas of the County. PSC desires to have towers in these areas assigned to the County but the CHP has the legislative right to retain cell tower assignments that are assumed to generate call volume on State highways such as Highways 35, 84 and 1. Depending upon the outcome of these negotiations, towers in the unincorporated area may remain with the CHP, which means cell phone calls in these areas will be routed to the CHP call center.
- The hilly terrain in San Mateo County creates dead zones which cause dropped calls, or the inability to make a call. Thus, not all callers in the county will be able to use their cell phones to connect to PSC or CHP.
- Because of the scope or “footprint” of cell tower assignments, calls are sometimes misrouted. For example, a call reporting an accident on Northbound Highway 101 at Ralston Avenue would be routed to the Belmont Police Department. That call would have to be redirected to the CHP because they are first responders on the freeways.
- When you call PCS from a landline, the dispatchers automatically know your location. This is not always true for cell phones, so the dispatchers must take additional time to confirm the location of the caller and/or the incident being reported.
- Unsubscribed cell phone (pre-paid or phones where service has been terminated but phone is still on the network) calls (Phantom calls) present problems for dispatchers because there is no way to trace the owner of the phone, number or location. In order for Dispatchers to rule out the possibility that this is a viable caller, additional time will be needed to conduct the callback.

A significant amount of technology work had to be completed prior to moving forward with wireless 911. That work is now complete and we are on track to start phasing in the service on February 11, 2008. We will keep the Board apprised of our progress and after rollout will update your Board on the call volume and any performance impacts.