



# Annual Report **2016/2017 (Fiscal)**

## San Mateo County Sheriff's Office

### HOMELAND SECURITY DIVISION

- OFFICE OF EMERGENCY SERVICES
- EMERGENCY SERVICES BUREAU



## San Mateo County Emergency Services Joint Powers Authority



Atherton



Belmont



Brisbane



Burlingame



Colma



Daly City



East Palo Alto



Foster City



Half Moon Bay



Hillsborough



Menlo Park



Millbrae



Pacifica



Portola Valley



Redwood City



San Bruno



San Carlos



San Mateo



South San Francisco



Woodside



San Mateo County

# CONTENTS

HOMELAND SECURITY DIVISION MISSION .....1

LETTER TO THE COMMUNITY .....2

YEAR IN REVIEW .....3

DIVISION ORGANIZATION.....5

HISTORY .....6

GRANT MANAGEMENT.....8

REGIONAL ASSETS PURCHASED WITH GRANT FUNDS .....9

BAY AREA UASI ..... 10

OFFICE OF EMERGENCY SERVICES..... 11

DISASTER PREPAREDNESS DAY..... 16

EMERGENCY SERVICES BUREAU (ESB)..... 17

DIVISION CONTACT INFORMATION..... 19

San Mateo County Sheriff's Office  
Homeland Security Division  
400 County Center  
Redwood City, CA 94404

# 1 - HOMELAND SECURITY DIVISION MISSION

## Mission Statement

- To coordinate activities to mitigate, prepare for, respond to and recover from disasters
- To identify hazards and vulnerabilities, whether natural or human caused, and eliminate or reduce the effects of such threats
- To offer effective planning, training and coordination to continually develop the mitigation, preparedness, response and recovery capabilities for emergencies resulting from all hazards
- To provide support to the Sheriff's Office and other agencies for community events, search & rescue missions and other special requests
- To fulfill the mission statement by ensuring that the Sheriff's Office Homeland Security Division, the Area Office of Emergency Services and the Emergency Services Bureau work in concert

## Vision Statement

- To provide for a safer county through effective partnerships committed to saving lives and reducing impact of disasters to our community and our environment

## Goals

- To save lives, protect property and our environment
- To commit to ensuring that our communities are prepared

## 2 - LETTER TO THE COMMUNITY

Dear Friends, Partners, and Stakeholders:

I am pleased to present the 2016 Annual Report for the San Mateo County Sheriff’s Office Homeland Security Division (HSD), Area Office of Emergency Services (OES), and Emergency Services Bureau (ESB). You will find pertinent information in this report and find it to be a valuable resource.

We had a very busy year and I am proud to report that we rose to every challenge in our region and beyond. I would like to thank Public Safety Communications and all of the Fire and Police Agencies in San Mateo County for their support and cooperation. We supported Emergency Operations Center activations in Butte and Lake Counties during their devastating fires last summer. We conducted meetings, drills and training in anticipation of El Nino storms. When the crab season was delayed, we worked with the Coastal communities and everyone involved in the crabbing industry to obtain help from Cal OES in the form of Emergency Small Business Loans. We organized and executed a tremendous plan to protect our County, in conjunction with larger regional efforts, during Super Bowl 50. We supported recovery efforts in the City of Pacifica after devastating storms struck their coastline causing great damage. We also sent search and rescue teams to many locations throughout the state in support of mutual aid searches.

Despite the fast tempo of real world events, we continued to provide strong leadership to the cities and special districts within the county with on-going emergency preparedness efforts. We also hosted a number of Presidential/VIP visits, the annual Urban Shield SWAT Team/EOC Regional Exercise, our annual Disaster Preparedness Day, numerous exercises, multiple festivals, and the Half Moon Bay Pumpkin Festival.

We hosted our second countywide exercise for county employees. We worked with Caltrain, Law Enforcement, Public Safety Communications, Fire agencies from San Mateo and Santa Clara Counties, the Board of Supervisors, and the County Manager’s Office in preparation for our Train on the Train exercise. Through grant funding we were able to obtain protective equipment for every fire department in the county. We will continue to integrate training with both fire and law enforcement for events ranging from Hazmat to terror attacks.

This year HSD took over command of the Countywide Security Unit of the Sheriff’s Office. The Countywide Security Unit in collaboration with the County Manager’s Office provides a safe working environment for county employees through training and site visits. The Unit maintains regularly scheduled presentations, such as Workplace Violence Prevention Policy Training, New County Employee Orientation, and Personal Safety Training. The Unit provides security surveys and assessments of all county facilities and helps design and maintain county alarm systems, video monitoring systems, and card key access.

In the coming year, HSD/OES/ESB plans to continue to work diligently with our regional partners and take our training exercises and outreach to new heights. We will continue to collaborate with those in our region and beyond to provide quality emergency management services.

I am proud of the work we do and I am committed to continuing to improve the quality of services we provide to our communities. On behalf of the Homeland Security Division, Area Office of Emergency Services, and the Emergency Services Bureau, I wish you a safe and healthy 2016!

Sincerely,  
Alma Zamora

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Alma Zamora, Captain  
Homeland Security Division



## 3 - YEAR IN REVIEW

### Strategic Highlights

- Added North County Fire Battalion Chief Brad Hartzell to expand expertise and coordinate activities between OES and County Fire Services personnel
- Held our Annual Employee Preparedness Day
- Continued to build the new Emergency Managers Association (EMA)
- Completed a new Countywide Hazard Mitigation plan
- Took command of the Countywide Security Unit of the Sheriff's Office
- Finalized a relationship with San Francisco International Airport and the Emergency Services Council
- Moved vital emergency equipment to a centrally located warehouse

### Financial Highlights

- Managed first year of 2-yr-FY budget
- Managed over \$3.6 million in grant funding
- Exemplary Grant Compliance oversight
- Volunteer Services resulted in a cost saving of \$3,498,141.00
- Public/Private funding formula for new OES Coastside District Coordinator position

### Operational Highlights

- Completed a Field Emergency Operation Center (EOC) Exercise
- Conducted 75 Search & Rescue Missions (14 in county, 61 out of county mutual aid searches)
- Conducted weekly air support patrol missions using the Sheriff's Air Squadron
- Conducted monthly test of public notification systems and disaster communications systems
- Conducted the "Train on the Train Exercise" with Caltrain, law and fire agencies from two counties
- Supported Big Sur Marathon with regional communication assets
- Supported the NFL Super Bowl 50
- Supported Lake and Monterey Counties during wild land fires

### Major Incidents

- Supported Law Enforcement Mutual Aid requests for protests in Oakland and the San Mateo Bridge
- Conducted regional operation to secure NFL Super Bowl 50 event
- Assisted the City of Pacifica after devastating storms caused damage to the coastline impacting a number of residences
- Supported Lake County's Emergency Operations Center (EOC) for the Rocky Fire with Emergency Management Mutual Aid with Op Area resources
- Coordinated with Cal OES to secure financial relief for those impacted by the delay in crab season
- Coordinated with the Law Enforcement Mutual Aid response to the California Republican Convention in Burlingame and other Dignitary Details

- Emergency Services Bureau responded to and supported 382 events in various cities throughout the county

## Looking Ahead

- Provide Homeland Security Leadership for the San Mateo County Operational Area in the areas of training, countywide exercise development and creating/formalizing emergency functions and plans
- Plan full scale, functional drills in 2017 and 2018 with Fire, Law, EMS-HSA-Hospitals
- Provide for communications interoperability (Mutualink) with 12 Bay Area Operational Area Response partners
- Development of Geographic Information System (GIS) for mapping with ISD

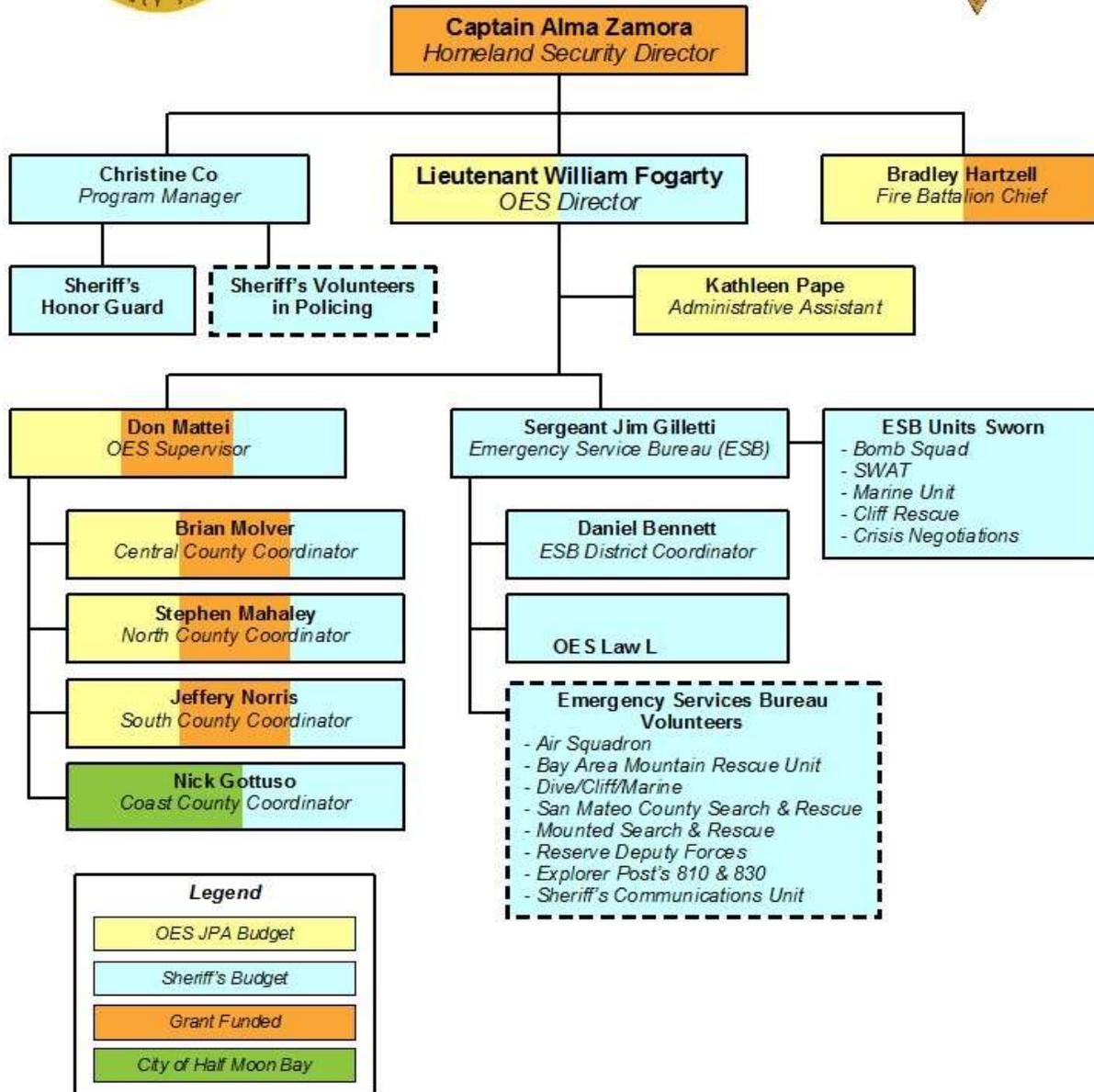


Incident Command Post at Titans of Mavericks Surf Contest

# 4 - DIVISION ORGANIZATION



## San Mateo County Sheriff's Office Homeland Security Division Office of Emergency Services



## 5 - HISTORY

### State of California Office of Emergency Services

The creation of the California Office of Emergency Services (CAL OES) is a relatively new development within the history of California. CAL OES includes the Office of Homeland Security, and coordinates the state's preparation for, prevention of, and response to major disasters, such as fires, floods, earthquakes and terrorist attacks. CAL OES assists local government in dealing with natural and manmade disasters that are too large in scope for any local entity to handle on its own; CAL OES is the conduit for localities to seek assistance from available federal grants.

### Origins of Emergency Management Structure in California

Throughout California's history, natural disasters and war emergencies were treated as separate and distinct situations. The Legislature created the State Emergency Council in 1929 and the State Council of Defense in 1941. The State War Council replaced the Council of Defense in 1943; the State War Council was replaced by the State Disaster Council and given the dual responsibilities of dealing with natural and manmade disasters.

Emergency management shifted to the newly-created State Office of Civil Defense in 1950, but over the next six years the agency's involvement in natural disaster operations prompted a name change to the California Disaster Office. It became the Governor's Office of Emergency Services in 1970. In September 2008, the legislature passed AB 38, consolidating the offices of Homeland Security and Emergency Services. This example of consolidation instituted by the state provided the structure for counties to replicate at the local level.

The state office coordinated a system that supports local governments preparing for, responding to, and recovering from natural, manmade and war-related emergencies.

### History of San Mateo County Office of Emergency Services

The San Mateo County Office of Emergency Services (OES) was established in 1963 as an independent County department to serve the then 440,000 county residents. The unit was comprised of a Director, Deputy Director, and a District Supervisor. Over time the staffing level expanded to 15 employees, including HazMat Specialists, 9 District Coordinators, and support staff.

In 1997, emergency management responsibilities were transferred to the Sheriff and the San Mateo County Area Office of Emergency Services was formed, evolving into the Office of Emergency Services and Homeland Security following the events of September 11, 2001.

In 2012, Sheriff Munks reorganized OES and ESB into the Homeland Security Division and identified a Sheriff's Captain to command the Division. For organizational consistency, the Division was titled the Homeland Security Division. The Division oversees two bureaus; the Area Office of Emergency Services & the Emergency Services Bureau, and is overseen by a Sheriff's Lieutenant. A Program Manager, a Sheriff's Sergeant, OES District Supervisor, Administrative Assistant and five District Coordinators fill out the balance of the full-time operational staff. An additional six sheriffs sworn law liaisons as well as other members of the Sheriff's Office specialized units perform collateral duties for the Sheriff's Office on a part-time, on-call basis and respond as needed to JPA member cities' requests for service.

In 2012, the San Mateo Emergency Managers Association (EMA) was formed through the hard work of the 20 JPA cities within San Mateo County. OES District Coordinators work in partnership with members of the EMA in planning and coordinating emergency services for 20 cities and act as a liaison and conduit for information for the Emergency Manager Association and the cities they serve. The EMA has made tremendous strides and has been an immense help in better training and preparing our communities for disasters.

### Emergency Services Council /Joint Powers Authority Funding

The Area Office of Emergency Services is primarily funded through an ESC/JPA, which is comprised of an elected representative from each of the 20 incorporated cities and a member of the San Mateo County Board of Supervisors based on a formula that includes population and annual assessed property value. The County matches the funds contributed by all of the cities. The remainder of the OES budget is comprised of state and federal grant funding. The total annual operating budget for OES is \$1,585,674.00.



## 6 - GRANT MANAGEMENT

The federal Homeland Security Grant Program (HSGP) provides the primary funding mechanism for building and sustaining national preparedness capabilities. Since late 2003, the San Francisco greater Bay Area has received more than \$345 million in federal Homeland Security Grants. These grant awards allow city agencies to better prepare for natural or human caused disasters and improve community preparedness, but they are not without drawbacks.

Conditions of use, restrictive personnel caps, equipment purchasing rules, short performance time frames, mandated training, and extensive recordkeeping require significant infrastructure to plan for, expend, and track grant funds. Grant Oversight by the Homeland Security Division & OES in FY 2015 totals over \$3,600,000



### Highlighted Examples

Program Name	Description	Active Total
State Homeland Security Grant Program (SHSGP)	Funds planning, organization, equipment, training and exercise needs at state and local levels to prevent, protect against, respond to, and recover from acts of terrorism and other catastrophic events.	\$1,609,000
Urban Area Security Initiative (UASI) - San Mateo County	Funds the unique planning, organization, equipment, training and exercise needs of high-threat, high-density urban areas. While this is a regional grant, HSD/OES oversee most of the UASI funds that are allocated to the Operational Area of San Mateo County.	\$1,705,000
Emergency Management Performance Grant (EMPG)	Funds all-hazards emergency management capabilities, including the development of a comprehensive program of planning, training and exercises.	\$281,000
Oil Spill Contingency Plan Grant (OSCGP)	Funds planning and training for oil spill response.	\$10,000
Total Grant		\$3,660,000

# 7 - REGIONAL ASSETS PURCHASED WITH GRANT FUNDS



Hazmat Response Vehicle



Mobile Command Vehicle (MCV)



Preparedness Trailer

## 8 - BAY AREA UASI

The Bay Area Urban Security Initiative (UASI) is a regional body created in 2006 that distributes federal homeland security grants to Bay Area cities and counties, as well as to regional projects. The former Undersheriff and now Sheriff, Carlos G. Bolanos, represents San Mateo County on the UASI governing board, known as the UASI Approval Authority. UASI has managed \$272 million in grants since 2006.



### UASI Membership and Management

Membership of the UASI Approval Authority includes the “Core” cities of San Francisco, Oakland, and San Jose, and the counties of: Alameda, Santa Clara, San Mateo, Marin, Sonoma, Contra Costa, and Monterey. UASI’s General Manager and many of its management team are employees of San Francisco, and are funded 100% through grants



Portable EOC Tents with Sheriff’s Command Vehicle  
and Joint Information Center Trailer

## 9 – OFFICE OF EMERGENCY SERVICES

### Funding

- Homeland Security Division & OES Administration and Support
- IT Systems Planning and Management – Chris Flatmoe, Director of Information Technology
- Homeland Security Division Captain Position – UASI Grant funded
- OES Director Position – funded through the Sheriff’s Office
- Coastside District Coordinator position – equally funded by the City of Half Moon Bay and San Mateo County Sheriff’s Office
- District Coordinators – Funding shared through the JPA, Grants and the Sheriff’s Office
- Homeland Security Division Program Manager and Emergency Services Bureau Sergeant and District Coordinator position - funded by the Sheriff’s Office
- Finance, Budget and Accounting – Provided by the Sheriff’s Office
- Administrative Executive Steering Committee

### The San Mateo County Emergency Services Council

The San Mateo Operational Area Emergency Services Council (ESC) is comprised of all local governments within the geographic area of the County, special districts, unincorporated areas, and participating non-governmental entities. The purpose of the organization is to operate pursuant to Presidential Directive 5, the National Response Framework, National Incident Management System (NIMS), Presidential Directive 8, the National Preparedness Goal, California's Standardized Emergency Management System (SEMS) and local adopted Emergency Operations Plans and Annexes. The Emergency Services Council’s collective goal is to provide coordinated plans for the protection of persons and property based on the five phases of emergency management; prevention, protection, response, recovery and mitigation: the ESC supports existing regional public information and notification systems to include SMC Alert and the Telephone Emergency Notification System (TENS), as well as other situational awareness tools like WEB EOC.

### Administrative Executive Steering Committee

The Emergency Services Council (ESC) Administrative Executive Steering Committee or “Admin Committee” is comprised of city managers representing the north, central and south zones of San Mateo County, along with the County Manager, a representative from County Environmental Health and the Countywide Hazardous Materials Fire Chief. This committee meets two weeks prior to the scheduled ESC quarterly meetings, to review and set the agenda.

### Finance Committee

The Finance Committee was established in September of 2013, by the Emergency Services Council. The Finance Committee is a key component of the ESC and is comprised of council members from the north, central and south areas of San Mateo County. The group is tasked with reviewing issues concerning the finances, formulas, changes to budgetary issues, and making sure proper oversight is in place. The Finance Committee can make recommendations through the chair to the main body of the council regarding financial issues and is also the initial point of contact for OES staff to propose changes in funding and request input regarding issues that may

come up during the fiscal year that could affect the fiscal wellbeing of the ESC/JPA. No action can be taken by this group as a stand-alone committee. The chair is required to bring any and all issues to the main body for a vote prior to any formal adoption process.

## Emergency Managers' Association

The San Mateo County Emergency Managers Association (EMA) is comprised of representatives from San Mateo County cities, special districts and county departments. The Mission of the Emergency Managers Association is to help coordinate and integrate activities necessary to build, sustain, and improve the capability of its members: to mitigate against, prepare for, respond to and recover from natural or human-caused disasters.

## Hazardous Materials Emergency Response Program

In October of 1973, a resident found a desk-sized metal container in a vacant lot in Belmont and decided it would make a nice barbeque. While utilizing the container for such, it began releasing a strange gas and the resident called the Belmont Fire Department. As a result, twenty-seven firefighters were hospitalized for exposure to what ended up being a now banned chemical known as Methyl Bromide.

As a result of subsequent toxic accidents, including an explosive fire at a local paint factory, Belmont Fire Battalion Chief Jim O'Donnell launched the Industrial Emergency Council (IEC), a non-profit organization that trains firefighters, police officers and employees of private companies throughout the state in hazardous materials response, emergency preparedness, rescue and other skills. In 1986, the first San Mateo County Hazardous Materials Team was formed and began operating out of Belmont Fire Station 14.

Today, the Hazardous Materials Program continues to provide a team of 23 Belmont Firefighters trained as Hazardous Materials Technicians & Specialists who are capable of responding to and managing HazMat emergencies and potential bio-terrorism threats throughout San Mateo County, twenty-four hours a day and seven days a week. The Team operates under a contract for service between the Belmont Fire District and San Mateo County. The Team responds to calls for Hazardous Materials incidents in all jurisdictions in San Mateo County with members from Belmont, OES, and San Mateo County Environmental Health. The Team averages 40 – 60 calls for service per year in varying levels of complexity.

## Key Partnerships

The HSD & OES advances emergency preparedness, mitigation, response and recovery in San Mateo County through partnerships with several cultural and private-sector institutions.

- San Francisco International Airport
- American Red Cross
- Sobrato Center for Non-Profits
- Silicon Valley Community Foundation
- Coastside Emergency Corps
- San Mateo County Emergency Managers' Association
- Coastside Emergency Action Program (CEAP)
- California Resiliency Alliance
- Non-Profit Disaster Support Forums
- Initiated Public/Private Partnership
- San Mateo County Office of Education
- City of Half Moon Bay
- Pescadero Municipal Advisory Council

## Super Bowl 50

On February 7th, 2016, Super Bowl 50 (SB 50) was played at Levi Stadium in Santa Clara. With San Francisco as the host city, and the game being played in Santa Clara, it became clear early on that San Mateo County would play a major role in response to this international sporting event. As the primary transit corridor, San Mateo County faced a number of challenges with this event.

OES worked for a year to plan for this event, both for our county and as a regional player. Every contingency that we could predict was planned for, including minor incidents to catastrophic terror or natural disaster events. Every aspect of emergency management was looked at and addressed in the planning of the County’s response to this event.

OES coordinated law enforcement, fire departments, EMS, hospitals, Caltrain, Samtrans, CHP, volunteer units, private industry partners, federal partners, military partners, and numerous county departments to develop and execute a robust plan that ensured a safe event.

We activated a full Emergency Operations Center (EOC) for the event. It was one of the largest coordinated EOC events in state history for a single event. There were 11 EOCs, a Joint Information Center (JIC), as well as a number of state and federal command centers opened for this event. OES assets and communications assets were deployed in Mountain View to support Sheriff’s Transit Police, and at the game to support CAL OES. Our Air Squadron provided air support, and mass casualty and decontamination sites were set up as a precaution.

The event was a huge success with no incidents in San Mateo County.

## Train on the Train Exercise

Train on the Train was a multi-discipline training exercise conducted in preparation for SB 50. Law enforcement and fire departments from both San Mateo and Santa Clara Counties responded to a scenario of multiple active shooters on Caltrain. The responding officers had to board the train, which was not at a station (it is harder than you think and required specific training from Caltrain) and engage the suspects. We thank our partner Sam Trans for participating in the exercise.

Law enforcement escorted fire department personnel into the warm zone as part of the “force protection” model to conduct rescue operations of the wounded. One of the components in the training scenario was that one of the suspects had a potential “nerve agent” weapon that required a response from the San Mateo County Terrorism Counter Assault Team (TCAT).

The various agencies had an opportunity to train with the other disciplines in a realistic and dynamic environment that left them better prepared to deal with similar real world events.



## 10 - PUBLIC ALERT AND WARNING SYSTEMS

The Homeland Security Division / Office of Emergency Services (HSD/OES) use various public warning systems to alert the public about emergencies, and any actions they should take to respond. Messaging is coordinated to ensure accuracy and timeliness.

The HSD/OES continue to provide state of the art Emergency Management Data Sharing through WebEOC and public notification through the use of digital telephone, e-mail and text notification systems. Within the last year the technologies operated by HSD/OES have all undergone renovation and upgrades to provide better service to the community.

### WebEOC

WebEOC is the information sharing tool of choice for Emergency Managers in San Mateo County. It allows information to be readily shared and documented for either unplanned incidents or planned events. During 2015, San Mateo County upgraded WebEOC to the entirely new 8.0 version, which uses a much easier user interface and contains new tools to make data sharing and analysis smooth and reliable. WebEOC contains a number of standardized boards that are shared with partner counties around the region, State of California boards for circumstances where data has to be sent to CAL OES and unique boards for specific needs in San Mateo County.



### The SMC Alert System

The SMC Alert system provides text, voice and e-mail messages to the community. For nearly a decade, San Mateo County utilized a split system of notification with telephone voice notification being separate from digital messaging. In 2015, our Division had an opportunity to upgrade the entire system, making our system more integrated. OES undertook the task of not only transitioning to a completely different software platform, but also in preserving the 37,000-plus contacts already in the system. During the three month transition, all of the user records were migrated as well as the call groups and regions. The new system can use location information, groups, or special rules to choose who receives a message and can notify a single residence or the entire county, if required.



## Coastal All-Hazard Sirens

San Mateo County has operated 8 all hazard coastal notification sirens for many years. The sirens are sound muddled to be heard in the potential Tsunami inundation zone that could result from a catastrophic underwater earthquake. Over the last two years the sirens were completely upgraded to a better control system, more powerful amplifiers, and more durable speakers. These sirens are now capable of providing voice instructions as well as a siren tone. The enhancements allow the sirens to be tested silently twice a day and an audible test is conducted at 10:00 AM on the first Wednesday of each month.



# 11 - DISASTER PREPAREDNESS DAY

Disaster Preparedness Day is sponsored by the Emergency Services Council and Supervisor Adrienne Tissier. This annual event occurs on the opening day of the County Fair, bringing all facets of public safety including, but not limited to; Hospitals, Emergency Medical Service (EMS), Fire Service, Law Enforcement, SPCA and other key groups together. The event provides CPR training to the public, along with 25 informational booths on disaster preparedness. Disaster Preparedness Day is a well-attended event, drawing an average of 3,500 attendees each year.



## 12 - EMERGENCY SERVICES BUREAU (ESB)

The Sheriff's Office Emergency Services Bureau is comprised of sworn specialized units and volunteer forces who respond to law enforcement related missions, search and rescue missions, evidence searches, and requests for mutual-aid. The members of these units are highly trained and possess a variety of technical skills. All units are available to respond to mutual-aid requests throughout the County and throughout the State of California on a twenty-four-hour basis. The goal of all Emergency Services Bureau units is to swiftly and safely respond to requests for assistance, support, and to coordinate the needed services in a manner that promotes the safety and security of the community.

The most recent addition to the volunteer program for ESB is the Sheriff's Volunteers in Policing (SVIP) unit. This is a dynamic group comprised of 45 volunteers who work both in and out of the office. Our patrol volunteers provide extra eyes and ears to the communities we serve, while the office volunteers provide administrative support. For 2015, our SVIP group volunteered over 8,700 hours of service for an estimated total savings of over \$445,000 to the Sheriff's Office.

By using the 500 volunteers from our twelve ESB combined units, in place of full time employees, there was a savings to the county of over \$3,498,000.



### Our OES/ESB in Action!

The Emergency Services Bureau works closely with the US Secret Service and other federal agencies on protection details for the many visits our County gets from the President of the United States, other heads of state, presidential candidates, and a variety of other VIPs. Everything from traffic plans to other high level security functions are performed to keep our visitors safe. With so many great things to see in San Mateo County, it is no wonder we get so many visitors.



This year, HSD sponsored high end, nationally certified training from the National Association of State Boating Law Administrators for the Sheriff's Marine Unit, as well as a number of Fire Departments and the Harbor Master to ensure that those protecting us in the ocean and on the Bay are trained to the highest standard.



The Homeland Security Division and Area Office of Emergency Services and Emergency Services Bureau would like to thank all members of the JPA, and we appreciate the time and effort that City and Town Council Members provide in making San Mateo County a better and safer place to live.

# 13 - DIVISION CONTACT INFORMATION



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