

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Vilcia Rodriguez

SUBJECT: SEE BELOW

DATE: October 21, 2008

Approved

Date

10/21/08

**SUBJECT: REVIEW OF A WORKPLAN FOR PROTOCOLS AND POLICIES
REGARDING FIRE DEPARTMENT'S RESPONSE TO THE COUNTY
JAIL [Public Safety, Finance and Strategic Support Committee – Item (h)]**

On October 16, 2008, staff presented the report on the Review of a Workplan for Protocols and Policies Regarding Fire Department's Response to the County Jail to the Public Safety, Finance and Strategic Support Committee.

Upon motion by Councilmember Oliverio, and seconded by Vice Chair Constant, the Public Safety, Finance and Strategic Support Committee accepted the report and requested the report to be cross-referenced to the October 28, 2008 Council agenda for full Council consideration. Attached is the report that was presented to the Public Safety, Finance and Strategic Support Committee.

VILCIA RODRIGUEZ
Senior Executive Analyst

Attachment



Memorandum

TO: PUBLIC SAFETY, FINANCE, &
STRATEGIC SUPPORT
COMMITTEE

FROM: Darryl Von Raesfeld

SUBJECT: SEE BELOW

DATE: October 8, 2008

Approve

Deanne Aiken

Date

10/8/08

**SUBJECT: STATUS REPORT AND WORKPLAN REGARDING FIRE DEPARTMENT
RESPONSES TO THE SANTA CLARA COUNTY JAIL**

RECOMMENDATION

1. Direct staff to pursue discussions with the County of Santa Clara for the purpose of developing a Memorandum of Understanding (MOU) regarding policies, procedures, training, safety, and ongoing interagency communications related to San Jose Fire Department responses to the County Jail.
2. Direct staff to return to this Committee, or the full City Council, with a status report when appropriate.

OUTCOME

This report provides responses to questions (See Attachment) submitted to the Administration by the Public Safety, Finance, and Strategic Support Committee earlier this year; outlines issues that need to be integrated and considered as the City further pursues the concept of an MOU with the County of Santa Clara; and, provides comment on a proposed workplan and schedule for advancing this referral.

It is important to note that while the PSFSS Committee and Rules & Open Government Committee have issued various referrals on this subject, the development and completion of an MOU is contingent on the County of Santa Clara agreeing to enter into discussions. Staff will continue to pursue discussions with County staff to better understand the process the County uses to obtain direction to pursue an MOU, similar to the direction already issued to the Administration. Given that the need for further discussions with the County regarding processes and direction surrounding the development of an MOU between the City and County, staff is

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recommending that a status report be issued when further work is completed, recognizing that the development of an MOU requires mutual agreement by both agencies.

BACKGROUND

At the April 17, 2008 Public Safety, Finance, and Strategic Support Committee meeting, staff presented its preliminary findings following receipt and review of a March 31, 2008 memo from Councilmember Oliverio regarding the San Jose Fire Department (SJFD) responses to the County Jail. The Committee directed staff to respond to a list of questions. In response, staff conducted a preliminary review of the SJFD, Santa Clara County Department of Corrections (DOC), and Santa Clara County Communications policies, protocols and procedures regarding emergency responses to the Santa Clara County Jail (SCCJ).

This review identified opportunities to refine protocols, policies and procedures. A contributing factor may be that staff turnover within SJFD and DOC reduced familiarity with operational policies and procedures. City staff concluded that the creation of an MOU would serve to memorialize a mutually agreed upon process for regular review, updating, and training on Jail-related policies and procedures.

ANALYSIS

As stated earlier in this report, it is important to note that while the City Council has issued various referrals on this subject, the development and completion of an MOU will depend on the County of Santa Clara agreeing to enter into these discussions. At a staff level, preliminary and informal discussions toward refining procedures, protocols and policies have occurred; however, it must be kept in mind that like the City, the County Administration has its own protocols for directing its staff to pursue binding MOUs. To our knowledge, to date no such direction has been given. While the City believes an MOU would address many of the concerns expressed in prior referrals, it acknowledges that the County needs to determine the appropriateness of such policy activity and then direct its professional staff to proceed with work articulated in this report. The City Administration will work with the County Administration toward gaining concurrence with Council's direction to work out an MOU.

This section of the report outlines the Key Stakeholders, characterizes the Department's response to the Jail, Existing Guidelines and Agreements impacting this issue, and provides comment on a tentative schedule.

Key Stakeholders

The City acknowledges that in order to introduce and advance the concept of an MOU, there are many stakeholders that the City must coordinate/collaborate with in order to bring about

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agreement toward development and completion of an MOU. Listed below is a list of key stakeholders.

- County of Santa Clara
- City of San Jose/ San Jose Fire Department
- Santa Clara County EMS Agency
- AMR
- Santa Clara County Department of Corrections (DOC)
- IAFF Local 230
- Santa Clara County Communications

Department's Response to the SCCJ

For purposes of framing the level of activity and types of incidents that the Department responds to at the SCCJ, the following information is provided:

- San Jose Fire Department responds to an average of 300 calls for service per year at SCCJ, which translates to approximately one response per day;
- Over 95% of calls for service are dispatched as emergencies, and nearly 99% are medical in nature.
- Per capita, the Jail is more than four times likely to use Fire Department emergency resources than the city population at large (213.3 vs. 50.9).

Along with the above data, three-quarters of medical emergencies are unclassified conditions, causing the system to activate a maximum response. In general, this means a 4-person engine company (staffed with at least one paramedic) and a 2-person ambulance crew (also staffed with at least one paramedic) is sent. Preliminary and informal discussions with stakeholders revealed many unclassified requests were intended to expedite or shorten the ambulance response time to the Jail, not increase medical resources for treating and managing patients.

Although the SJFD responds to the Jail almost daily, there have been only two unusual occurrence reports (UORs) filed with the department's EMS Division. One UOR (November 2006) documented a perceived break in the continuity-of-care, the other (January 2008) recorded a deviation from policy regarding the required restraint of inmates during SJFD operations. There have been no reports of firefighters being injured or having a contagious exposure while operating within the Jail. It should also be noted that in FY 07 - 08, the Department had one 24-hour period in where it responded six times to the Jail.

Existing Agreements, Procedures and Policies

It is acknowledged that refinement of the current process for SJFD to respond to the Jail will entail participation and collaboration from various agencies/stakeholders. It may also entail amendment of several current agreements, procedures and policies.

Furthermore, staff acknowledges that the County is tasked with balancing the needs of several departments: the EMS Agency, tasked with providing a consistent, high standard of pre-hospital care as well as providing oversight for the County EMS contract; DOC, who manages a highly transient population while ensuring the safety of the officers and public; the Department of

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Health, who employs the nurses and physician working for the Jail system, and relies on their professional opinions regarding patient clinical needs; and County Communications which operates the communications center that processes 911 calls and is compliant with current policies and procedures. Any adjustments in current practices must also comply with state and federal statutes and regulations pertaining to medical treatment within custodial facilities. Based on preliminary and informal interviews with Jail staff, the City is optimistic that refinements to policies and procedures related to medical emergencies will enable all stakeholders to operate more safely, effectively, and efficiently.

Listed below is additional discussion of the formal agreements, policies, or procedures impacting this matter:

City/AMR Contract-- American Medical Response (AMR) is under an exclusive contract with the County to provide all advance life support and ambulance transportation services for service requests originating through the 911 system. Under that contract, AMR has the option to subcontract a portion of its advanced life support (ALS) response obligation to responder agencies (public safety). SJFD is one such subcontractor to AMR, and has certain contractual obligations with respect to calls that are received via the 911 system.

SJFD's current contractual obligation to AMR requires the department to provide ALS first responder services within the City's incorporated boundaries. Under the City/AMR contract the City has response-time criteria that must be met for emergency and non-emergency service requests. For example, if it is determined that a patient's condition warrants an emergency response, SJFD is under contract to provide ALS resources on scene within 8:00 minutes from time of dispatch, for 90 percent of such emergencies. Under the contract, monetary penalties can be assessed against the City if these response time criteria are not met.

The Local EMS Agency, as the contract administrator for the County/AMR contract, has the authority to grant changes to resource response requirements. County EMS policy provides a process for requesting changes in first responder agency response. If the County, through application of this policy, determines an ALS response is not warranted for defined patient conditions, the Local Agency can eliminate AMR's obligation to have ALS first responder resource on scene, thus enabling the first responder agency to either send basic life support (BLS) or not respond (Non-response [i.e., Omega] has been discussed in City Auditor Report: 01-05, #3).

Opportunities to refine the clinical capability and manner of response by SJFD will occur with the completion and support of the department records management system and may occur when the current EMS contract expires on June 30, 2011. Separately, the SJFD is participating in the process with the County to issue a new Request for Proposals for EMS services and this issue can be further addressed as part of this process.

Medical Priority Dispatch Protocols-- The City and County have both implemented the Medical Priority Dispatch System (MPDS) protocols, which are used to determine the appropriate response level for medical calls received by their respective communications centers. MPDS

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protocols are a nationally accepted system for call prioritization and are developed with significant input from the medical community. In Santa Clara County, emergency medical dispatchers in the City and County communications centers use identical MPDS protocols to assess and determine whether a patient's medical condition warrants a red lights and siren (emergency) response.

Service requests made to the 911 system by the Jail are processed by emergency medical dispatchers within the County's communications center. Thus, the County, not the City assigns the priority to service requests from the Jail. Once the patient's condition and thus priority has been determined, all responders, including SJFD respond in the same manner (emergency versus non-emergency) This ensures that a consistent community standard of care is used in determining which patient condition classifications should receive emergency responses and non-emergency response and whether or not a first response is required.

DOC Policies-- DOC policies articulate the communication channels to be used for activating the 911 system from the Jail. Once on scene, SJFD personnel activities within the Jail follow department EMS Policy (# 900.19).

Labor Organization Concerns--Local 230 has publicly voiced its support for improving situations perceived as preventable threats to firefighter safety by updating and operational procedures/policies and compliance, reducing exposure to activities that could create threats to safety, improving radio communications within the Jail, and increasing knowledge on jail policies and procedures (i.e., no hostage policies) through interagency training. These, along with other efforts, should provide Local 230 with a higher comfort level about the safety of its members.

Department of Health Protocols at the Jail-- When the Jail's medical staff determines a patient requires hospitalization; their goal is to deliver that person to a higher level of care as quickly as possible. DOH procedures identify the 911 system as the most expeditious method for arranging medical transportation. Jail requests and other requests from facilities with medical personnel on staff that are received through 911 are managed somewhat differently than requests received from the general public. Under the MPDS protocols, medical personnel, including doctors and registered nurses at the Jail can call for an "upgraded response" directly.

While staff believes the intent of the Jail medical staff is to expedite the arrival of an ambulance, the upgrade has the additional impact of requiring the same level of response by SJFD. Preliminary and informal conversations with Jail medical staff indicate a mutual recognition that refinements to the manner in which resources are requested may be beneficial to both the Jail and SJFD.

Work Product & Timeline

Staff will continue to informally pursue discussions with County staff and to better understand the process that the County utilizes to seek direction to pursue an MOU, similar to the direction already issued to the Administration. Given that, staff is recommending that a status report be

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issued when further work is completed, recognizing that the timeline requires mutual agreement by both agencies.

Concurrently, staff will continue to engage in preliminary and informal discussions with key stakeholders to better prepare and articulate the issues that need to be resolved potentially by an MOU. If the County is in agreement to enter into formal discussions, and directs its professional staff to begin this process, the Administration will communicate with the City Council by an Information Memo and provide better detail of a preliminary schedule toward completion of this referral.

PUBLIC OUTREACH/INTEREST

- Criterion 1:** Requires Council action on the use of public funds equal to \$1 million or greater. (Required: Website Posting)
- Criterion 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. (Required: E-mail and Website Posting)
- Criterion 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. (Required: E-mail, Website Posting, Community Meetings, Notice in appropriate

This report does not meet any of the criterions above. Information will be posted on the City's website for the October 16, 2008 Committee agenda per the Council Agenda process.

COORDINATION

This report has been coordinated with the offices of the City Attorney and City Manager. An advanced copy of this report will also be shared with the County Executive Office.

PUBLIC SAFETY, FINANCE, & STRATEGIC SUPPORT COMMITTEE

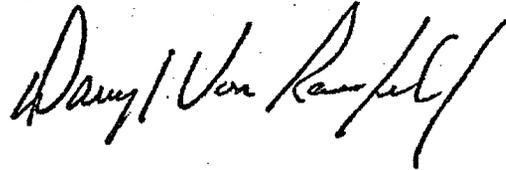
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CEQA

Exempt.

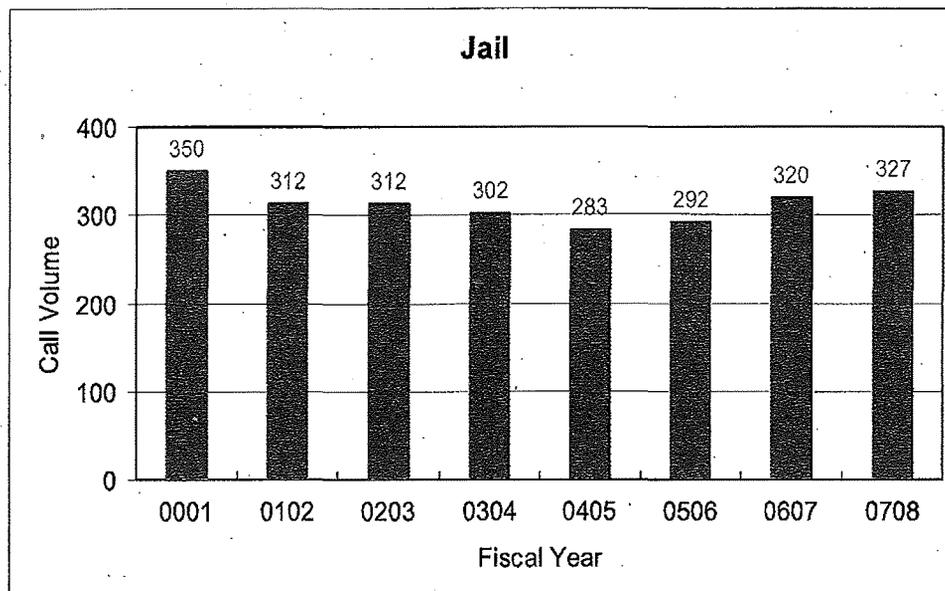
A handwritten signature in black ink, reading "Darryl Von Raesfeld". The signature is written in a cursive style with a large initial "D" and "V".

DARRYL VON RAESFELD
Fire Chief

For additional information on this report, contact Nick Thomas, Assistant Fire Chief at 277-4444.

1. Provide the amount and type of calls San Jose Fire Department (SJFD) has had to the Santa Clara County Jail (SCCJ) for the following years: 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007 and January 2008 to present.

The Jail generates an average of 300 requests for service per year (ranging from a high 350 in FY 00-01 to a low of 283 in FY 04-05). While the average requests for service are slightly less than one per day, the Jail has generated as many as six requests for service in a single 24-hour period in FY 07-08. Ninety-six percent of requests are dispatched as emergencies, and 99% are medical in nature. Further analysis of the service requests dispatched as emergencies found 38% did not result in a Medical Priority Dispatch System (MPDS) dispatch "determinant" or incident type code. When the MPDS was used, 39% did not present with a condition that warranted an emergency response, according to protocol's generic response recommendations.



2. Has the SJFD investigated any of the incidents that have been brought to the SJFD's attention regarding calls to the Jail? If so, have any of those incidents warranted the levy of fees due to inappropriate 911 system utilization? (Municipalities that provide 911 response may levy fees for inappropriate 911 utilization similar to those used for false fire alarm responses. This approach was effective December 1, 2002 to help decrease the abuse of the 911 system for inter-facility transfers).

SJFD completed a review of two Unusual Occurrence Reports (UOR). Further discussion regarding those reports can be found in response to Question 11. There is currently no authority for the City to collect fees from the County.

3. Has the County of Santa Clara Emergency Medical Services Agency provided data illustrating the total responses to the SCCJ?

Yes. The County provided data following the City's request organized by calendar year, which included tallies of chief complaints as well as destination hospitals.

4. **Provide the terms of the contract between the SJFD and the SCCJ for services provided to the Jail. Include the length of the contract.**

There is no agreement between CSJ and SCCJ. SJFD adheres to the County EMS contract for providing EMS to the Main Jail.

5. **Provide the written policies to which SJFD, the Department of Corrections, and Sheriff's office are required to adhere for Jail entry.**

SJFD policies can be found in the SJFD EMS Manual Section 900.19 (May 2004). Accordingly, the DOC maintains EMS policies and procedures, which were reviewed by SJFD staff. Discussions with DOC staff indicate the Sheriff's Office is a separate county department and is not responsible for developing operational policies at the Jail. In the interest of paper conservation, staff will reproduce and provide SJFD policies and request DOC policies upon request.

6. **Provide the SJFD's written communications' policy regarding how San Jose firefighters are to communicate when inside the Jail; as well as the wireless communication capability within the Jail including, but not limited to, walkie-talkies, cell phones, Treo's, Blackberries, etc.**

Policies pertaining to communications within the Jail can be found with the SJFD EMS Manual Section 900.19 (May 2004). The radio communications infrastructure is in the process of being expanded and upgraded.

7. **Provide SJFD's written policy identifying what the "No Hostage" and "Lock Down" protocol is for firefighters at SCCJ.**

The County of Santa Clara, Department of Corrections Policy and Procedure Manual (Policy 10.17) states: "Department custody facilities are 'No Hostage' facilities. All attempts will be made to ensure the release of any person held hostage; however, no inmate will be allowed to escape in exchange for the release of any hostage."

The Fire Department is developing its own specific policies regarding the County's "No Hostage" policy and "Lock Down" procedures as they relate to SJFD personnel at the Santa Clara County Main Jail. Fire Department staff has met with Department of Corrections command staff to address these issues. Once the draft policy is complete, as customary, a copy will be forwarded to Local 230 for review before distribution, training, and implementation.

8. **Provide the written agreement between SJFD and SCCJ regarding the circumstances when a patient can be brought to a safe place at the Jail (such as a "sally port") for care.**

As stated above, there is no agreement between SJFD and SCCJ. Should an agreement be developed, the SJFD Medical Director will assist in developing policies and procedures related to patient care (standard of care) and patient movement (security). SJFD, DOC, AMR will participate in a joint training exercise simulating patient management and scene security. Use of a "sally port" will require additional research and development.

9. **Provide City of San Jose planning and building codes for detention facilities in San Jose. Does the SCCJ meet these codes?**

Code enforcement for County facilities is not within the City's jurisdiction. Code requirements are articulated in Title 15 of the California Administrative Code.

10. **Is SCCJ compliant with all regulations regarding emergency response to correctional facilities? Please provide appropriate documentation.**

Since the County Jail is not within the code enforcement jurisdiction of the City, and the County has not requested assistance from SJFD to evaluate its compliance to state/county regulations, SJFD has no information regarding the Jail's status.

11. **How many Unusual Occurrence Reports (UORs) have been submitted? What types of issues were reported on the UORs (group them), and what follow-up action occurred in response to the UORs?**

The Department has identified two unusual occurrence reports, one of which related to a perceived security issue. The first report was dated 11/10/06, and related to the Jail medical staff refusing to accept a person in custody for medical reasons (hypertension), and not maintaining continuity of care. The second was dated 1/9/08, and documented a deviation from policy while SJFD personnel were inside the facility.

SUPPLEMENTAL



Memorandum

TO: Rules Committee

**FROM: Councilmember
Pierluigi Oliverio**

SUBJECT: SEE BELOW

DATE: September 22, 2008

Approved:

Pierluigi Oliverio Date: *9-22-08*

SUBJECT

Provide direction to the City Attorney, City Manager and the San Jose Fire Department (SJFD), including the Battalion Chiefs who oversee the Fire Stations that respond to the County Jail, to proceed with the creation of a Memorandum of Understanding (MOU) between the City of San Jose and the County of Santa Clara regarding the policies, procedures and protocols regarding the SJFD response to the County Jail.

RECOMMENDATION

- 1). Direct the Administration to move forward with creating an MOU with the County of Santa Clara regarding policies, procedures and protocols regarding the SJFD's response to the County Jail which will include, but not limited to, "All Risk Training" and the SJFD response to emergency calls at the jail.
- 2). Direct the Administration to bring the MOU to the City Council for public discussion and council approval and/or acknowledgement.

BACKGROUND

On April 17, 2008, my memo (attached here) regarding my concerns about the SJFD response to the County Jail was heard at the Public Safety Finance Strategic Support Committee (PSFSSC). My motion to have the SJFD look into my concerns and report back to the PSFSSC committee with responses to my questions was supported by the committee. Initially, the SJFD was to return in May with their responses to my ten questions. However, the SJFD asked for additional time to provide a more thorough report. As a result, they will report back to the PSFSSC in October.

The SJFD has been working diligently on this issue since it came before the PSFSSC committee in April. They have held meetings with County officials, the City Manager and City Attorney's offices and have kept my office apprised of their efforts. Most importantly, and perhaps the reason this effort has been met with praise thus far, is that the SJFD has done a considerable amount of outreach to the rank and file; the men and women who serve on the front lines and tend to the jail's emergency calls on a regular basis. In addition, I would like to acknowledge the good work of Geoff Cady and the time he has committed to ensure this issue received the attention it deserved. I am extremely proud of the work the SJFD has demonstrated regarding this matter to date.

At a meeting with the SJFD, City Attorney and my offices, the subject of creating an MOU was raised. Mr. Doyle representing the City Attorney's office indicated that a MOU would be a proactive and pragmatic approach to provide how the policies, protocols and procedures could be collectively agreed upon between both municipalities. It was also stressed that the MOU would need to adhere to the current contract between the City of San Jose and Emergency Medical Services (EMS).

On September 18, 2008 at the Public Safety Strategic Support Committee meeting, I asked the City Attorney's office if I should write a memo asking for my colleagues to support the direction of an MOU. The City Attorney's office response was affirmative; that a memo would be helpful and provide the direction necessary for the Administration to move forward with an MOU.

Therefore, in an effort to continue with the on-going progress of this matter, I respectfully request the support of my colleagues by directing the Administration to move forward with an MOU for council consideration, public discussion and acknowledgement/approval.



Memorandum

TO: Public Safety, Finance and
Strategic Support Committee

FROM: Councilmember
Pierluigi Oliverio

SUBJECT: Procedures, Protocols and
Policies regarding the County Jail

DATE: March 31, 2008

Approved

Date 3-31-08

RECOMMENDATION

I recommend that the Public Safety, Finance and Strategic Support Committee (PSFSSC) direct the Administration to bring back the information from my questions below to the PSFSSC in May 2008 for further discussion.

- 1). Provide the amount and type of calls the San Jose Fire Department (SJFD) has had to the Santa Clara County Jail (SCCJ) for the following years; 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007 and January-Present 2008.
- 2). Has the SJFD investigated any of the incidents that have been brought to the SJFD's attention regarding calls to the jail? If so, have any of those incidents warranted the levy of fees due to inappropriate 911-system utilization? (Municipalities that provide 911 response may levy fees for inappropriate 911-utilization similar to those used for false fire alarm responses. This approach was effective December 1, 2002 to help decrease the abuse of the 911 system for interfacility transfers).
- 3). Has the County of Santa Clara Emergency Medical Services Agency provided data illustrating the total responses to the SCCJ?
- 4). Provide the terms of the contract between the City of San Jose Fire Department and the SCCJ for services provided to the jail. Include the length of the contract.
- 5). Provide the written policies that the SJFD, the Department of Corrections and the Sheriff's offices are required to adhere to for jail entry.
- 6). Provide the SJFD's written communications policy regarding how San Jose firefighters are to communicate when inside the jail as well as the wireless communication capability within the jail including, but not limited to, walkie-talkies, cell phones, tree's, blackberry's etc.
- 7). Provide the SJFD's written policy identifying what the "No Hostage" and "Lock Down" protocol is for the SJFD at the SCCJ.
- 8). Provide the written agreement between the SJFD and the SCCJ regarding the circumstances when a patient can be brought to a safe place at the jail; such as a "sally port" for care.
- 9). Provide the City of San Jose planning codes for detention facilities in San Jose. Does the SCCJ meet these codes?
- 10). Is the SCCJ compliant with all regulations regarding emergency responses to correctional facilities? Please provide the appropriate documentation.

PURPOSE

The purpose of my memo is to ensure that the SJFD, Department of Corrections and the Sheriffs Office are adhering to the current policies, protocols and procedures regarding emergency calls to the SCCJ and to determine if new protocols, policies and procedures need to be created and implemented regarding service calls to the SCCJ for all agencies to follow.

BACKGROUND

My memo stems from my concerns regarding the increased calls of service the SJFD receives to the SCCJ which takes the SJFD away from responding to emergencies and everyday safety care services within the neighborhoods.

The jail is unlike any setting the SJFD responds to and has the following hazardous conditions: a known population of suspected and convicted felons; a history of staffing shortages for security and safety personnel; a "no hostage" policy; locked gates/doors that firefighters have no control over and are unable to exit if need be; communication "dead zones" for both portable radios and cell phones; and currently no agreement on the level of medical care provided by the jail. Due to the uniqueness of the jail and the safety issues it possesses, I want to make sure that current policies in place are being adhered to by all agencies when the SJFD responds to the SCCJ.

Historically, the Fire Department Emergency Medical Service (EMS) response to the jail varied, depending upon the period of time that one would investigate. Prior to the implementation of Medical Priority Dispatch System (MPDS), the Fire Department was only responding to EMS calls at the SCCJ when they were specifically requested. With the implementation of MPDS, that changed, and the Fire Department started to respond to all EMS calls at the SCCJ.

Questions and concerns regarding the policies, protocols and procedures regarding the SJFD responding to the SCCJ are not new. In fact, this issue has been discussed at the January and February Fire Department Safety Committee meetings. In addition, this issue has been raised various times over the past eight years. However, there have been incidences (as a result of our firefighters raising their concerns about appropriate procedures not being followed by other agencies) that San Jose firefighters have been accused of not providing care within the jail and accused that they have purposely delayed response times to the jail. Therefore, it appears that the issues of protocol, procedure and policy regarding response times were not thoroughly investigated objectively.

A recent example (Incident #080099278) occurred in January of 2008. A fire engine and crew was dispatched for an inter-facility transfer of an inmate from the SCCJ to the Santa Clara County Medical Center. Firefighters entered the inmate processing area to find approximately ten to twelve inmates confined to a chair by handcuffs. (It appears that the Department of Corrections staff did not initially know that SJFD was dispatched for an inter-facility transport).

The firefighters were told that the inmate in need of medical care was on the second floor. The firefighters requested that there be a correctional officer escort to the second floor of the jail. Once the firefighters were inside of the jail, they had to stop approximately three times and request that unsecured inmates be secured into a cell or shackled to a fixed object before they got to the inmate in need of care. According to the report, there were five inmates that had to be secured during the fire crews' exposure inside the jail.

Current policy indicates that inmates are to be secured *before* firefighters enter the jail; not while firefighters are walking through the jail. Due to the firefighters having to stop and wait for inmates to be secured, their response time to care for a patient was jeopardized. Firefighter's lives were also at risk while the inmates were not properly detained. In addition, I am concerned that the more time fire crews spend at the jail; the less time they are servicing the neighborhoods.

Due to this example and others that have been shared over the course of the past eight years, I think it is prudent that this issue be addressed so that all agencies are aware of their responsibilities regarding SJFD responses to the SCCJ. The SJFD is lauded and emulated by many municipalities and attracts, trains and hires only the top individuals to represent the City of San Jose. The SJFD is dedicated to help all people in need; therefore, it is important that proper protocols, policies and procedures are in place.