

3.2 PUBLIC SAFETY

This section addresses the provision of public safety services in the City of Milpitas, including fire protection, law enforcement, and other local safety provisions.

3.2.1 FIRE PROTECTION

The City of Milpitas receives fire protection from the Milpitas Fire Department.

REGULATORY FRAMEWORK

STATE

California Occupational Safety and Health Administration

In accordance with California Code of Regulations Title 8 Sections 1270 "Fire Prevention" and 6773 "Fire Protection and Fire Equipment," the California Occupational Safety and Health Administration (Cal/OSHA) has established minimum standards for fire suppression and emergency medical services. The standards include, but are not limited to, guidelines on the handling of highly combustible materials, fire hose sizing requirements, restrictions on the use of compressed air, access roads, and the testing, maintenance, and use of all fire fighting and emergency medical equipment.

Office of Emergency Services

The State of California passed legislation authorizing the Office of Emergency Services (OES) to prepare a Standard Emergency Management System (SEMS) program, which sets forth measures by which a jurisdiction should handle emergency disasters. Non-compliance with SEMS could result in the State withholding disaster relief from the non-complying jurisdiction in the event of an emergency disaster.

LOCAL

City of Milpitas General Plan

The existing Milpitas General Plan includes the following goals and policies related to fire protection:

Seismic and Safety Element

5.c-G-1 Provide high quality, effective and efficient fire protection services for the Milpitas area residents.

5.c-I-1 Maintain a response time of four minutes or less for all urban service areas.

5.c-I-2 Maintain mutual aid agreements with other agencies in the County.

5.c-I-3 Require automatic fire sprinklers for all new development in the Hillside Area that is not within 1.5 miles of an existing or planned fire station, and fire-resistive construction and compliance with California high-rise building requirement for buildings over three stories in height.

FIRE PROTECTION SERVICES

The Milpitas Fire Department is responsible for fire suppression, emergency medical services, rescue services, hazardous and toxic materials emergency response, coordination of City-wide disaster response efforts, enforcement of fire and life safety codes, enforcement of State and Federal hazardous materials regulations, and investigation of fire cause, arson and other emergency events for cause and origin.

Office of Emergency Services

The Milpitas Fire Department Office of Emergency Services (OES) coordinates the City's preparedness efforts to mitigate against, plan for, respond to and recover from natural and technological disasters. To meet this commitment, the OES:

- Trains City employees in disaster planning
- Keeps the City's multi-hazard emergency plan current
- Keeps the Emergency Operation Center in a state of readiness
- Manages S.A.F.E., the City's Community Emergency Response Team program
- Supports ARES/RACES, the Amateur Radio auxiliary communications service
- Provides disaster preparedness information to residents and local businesses
- Works closely with the Milpitas Unified School District
- Organizes disaster recovery and relief efforts in cooperation with State OES and the Federal Emergency Management Agency
- Cooperates closely with Santa Clara County OES, all other cities in the County and special districts including the County's flood management agency, the Santa Clara Valley Water District.

Bureau of Fire Prevention

The Milpitas Fire Department Bureau of Prevention has the responsibility and authority to enter, investigate, and perform routine fire inspections of all buildings, structures, and properties in the City with the exception single and multi-family dwellings in which the owner of the property resides.

The Bureau of Fire Prevention is staffed with eleven (11) full time employees; the Fire Marshal, Assistant Fire Marshal, two (2) Plan Check Engineers, two (2) Fire Prevention Inspectors, three (3) Hazardous Materials Inspectors, and (1) Public Education Lieutenant.

The Bureau's primary responsibility is enforcement of the Uniform Fire Code and other local fire safety regulations. This includes the inspection of all Life Hazard Use Properties (i.e., gas stations, schools, nursing homes, daycare facilities, auto repair/auto body shops, places of assembly, and large retail operations) and the inspection of Non-Life Hazard businesses, offices, and multi-family residences.

Each fire protection district earns a rating from the Insurance Service Office (ISO). This rating, known as a Public Protection Classification (PPC), is utilized by many insurance providers to calculate insurance premiums within the district. Ratings range from 1 to 10. Class 1 generally represents superior property fire protection, and Class 10 indicates that the area's fire-suppression program does not meet ISO's minimum criteria.

The PPC ratings are calculated on the following factors:

- Fire alarm and communication systems, including telephone systems, telephone lines, staffing, and dispatching systems;

- The fire department, including equipment, staffing, training, and geographic distribution of fire companies; and,
- The water-supply system, including the condition and maintenance of hydrants, and a careful evaluation of the amount of available water compared with the amount needed to suppress fires.

Within the Milpitas city limits, the Milpitas Fire Department had an Insurance Service Office (ISO) rating of three (3) in 2011.

FIRE STATIONS

The Milpitas Fire Department operates four fire stations within its service area, as shown on Figure 3.2-1. Station 1 is located at 777 South Main Street, Station 2 is located at 1263 Yosemite Drive, Station 3 is located at 45 Midwick Drive, and Station 4 is located at 775 Barber Lane.

The Milpitas Fire Department Average response time as indicated in the 2015 Milpitas City Report was 4 minutes, 20 seconds, which is slightly over the City's response goal of 4 minutes. In FY 2014, total City fire department staffing included 60 FTE employees (Santa Clara County LAFCO Cities Service Review 2015).

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3.0 UTILITIES AND COMMUNITY SERVICES

3.2.2 LAW ENFORCEMENT

The Milpitas Police Department provides law enforcement and police protection services throughout the city.

POLICE PROTECTION SERVICES

Established in 1954, the Milpitas Police Department is a full service law enforcement agency that is charged with the enforcement of local, State, and Federal laws, and with providing 24-hour protection of the lives and property of the public. The Police Department functions both as an instrument of public service and as a tool for the distribution of information, guidance, and direction. Figure 3.2-1 shows the locations of the Milpitas Police Department, located at 1275 N. Milpitas Boulevard.

The City of Milpitas employs City staff for police and dispatch services. The City contains one police station. In total, there are 87 sworn officers in the Police Department, and 39.6 full time support personnel (dispatchers, clerks, evidence technicians, administrative assistants, and crossing guards).¹ The City reports that response time for Priority One calls averaged 2 minutes and 33 seconds. The City's goal for response time for Priority One calls is 3 minutes.

In 2015, the Milpitas Police Department handled 77,223 events/calls for service, made 2,442 arrests, issued 6,421 traffic citations, investigated 826 traffic collisions, and conducted 2,054 investigations of Priority 1 criminal offenses (murder, rape, robbery, assault, burglary, theft, motor vehicle theft, and arson).²

In FY 2014, total City expenditures on this function were \$22,069,962. Approximately 35% of the City's General Fund is dedicated to law enforcement. The City provides some specialized law enforcement services, including a computer aided dispatch system, a records management system and a gun range. The City also assigns certain police officers to participate on County enforcement task forces. There are some concerns that the opening of a new BART station in 2018 may be correlated to additional crime. The potential for increased crime rates coupled with state policy changes, namely prison realignment, have put additional pressure on Milpitas's law enforcement.

Neighborhood Watch Program

Neighborhood Watch is a community-law enforcement partnership and crime prevention program. Through this partnership, Milpitas residents learn how to improve their safety, the security of their property, and foster new relationships with their neighbors and members of the Milpitas Police Department. The Milpitas Neighborhood Watch Program joins the Milpitas Police Department and neighborhood residents in an effort to combat crime.

The Neighborhood Watch Program is monitored by the Police Community Relations Unit and regular meetings can be held in your neighborhood to discuss issues on home security, recognizing and reporting suspicious activity, personal safety, and problems specific to your own neighborhood. The Neighborhood Watch newsletter is an additional means of communication between the Police Department and the citizens. It is the goal of the Neighborhood Watch Program to empower the community, enhance personal and residential safety, maintain open lines of communication with the Police Department, and improve the quality of life in the City of Milpitas.

¹ Personal communication with Henry Kwong, Milpitas Police Department Lieutenant. July 25, 2016.

² *Ibid.*

CRIMES BY CATEGORY IN MILPITAS

Statistics on the number of crimes by category of crime in Milpitas during each year from 2009 to 2014, as reported by the Federal Bureau of Investigation (FBI) Criminal Justice Information Services Division, are shown in Table 3.2-1 below.

TABLE 3.2-1: CRIMES BY CATEGORY

CATEGORY	2009	2010	2011	2012	2013	2014
Violent Crimes	132	91	102	81	93	112
Homicide	2	0	2	1	1	1
Forcible Rape	6	9	10	11	8	14
Robbery	59	53	59	34	56	52
Aggravated Assault	65	29	31	35	28	45
Property Crimes	2,050	1,981	1,824	2,023	2,067	2,131
Burglary	274	264	299	332	291	351
Larceny-Theft	1,561	1,461	1,315	1,350	1,491	1,453
Vehicle Theft	215	256	210	341	285	327
Arson	19	15	12	6	8	9

SOURCE: FEDERAL BUREAU OF INVESTIGATION, CRIMINAL JUSTICE INFORMATION SERVICES DIVISION, OFFENSES KNOWN TO LAW ENFORCEMENT TABLES (2009, 2010, 2011, 2012, 2013, AND 2014).

As shown in the table, the majority of crimes committed in Milpitas consist of non-violent property crimes, primarily larceny-theft. Between 2009 and 2014, there were seven homicides reported in Milpitas.

POLICE RESPONSE TIMES

Response times are an important benchmark of police service. Response times can vary greatly depending on the size of the city and department, geographical location, and levels of crime. Smaller cities usually have faster response times, due simply to the geography. Calls for service are prioritized into two general categories.

- Priority 1 calls involve an immediate threat to life or crimes that are in progress.
- Priority 2 calls are high priority but do not elevate to the level of an emergency.

The Police Department manages the City's Public Safety Answering Point (PSAP), which also provides Police, Fire, Crossing Guard and Public Works dispatching. In 2015, the PSAP answered 22,525 9-1-1 calls. In 2015, the average officer response time for in-progress emergencies (Priority 1 calls) was 2 minutes 44 seconds. The average officer response time for 'urgent' responses (Priority 2 calls) was 5 minutes 22 seconds.³

³ Personal communication with Henry Kwong, Milpitas Police Department Lieutenant. July 28, 2016.

3.0 UTILITIES AND COMMUNITY SERVICES

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Federal Bureau of Investigation. 2010. Table 8, California, Offenses Known to Law Enforcement, by City.

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Personal communication with Henry Kwong, Milpitas Police Department Lieutenant. July 25, 2016.

Personal communication with Henry Kwong, Milpitas Police Department Lieutenant. July 28, 2016.

3.2.3 MISCELLANEOUS PUBLIC SAFETY MILPITAS EMERGENCY OPERATIONS PLAN

The purpose of the Milpitas Emergency Operations Plan (EOP) is to provide a blueprint for emergency management within the city. The goal of the plan is to reduce the loss of lives and property in the event of a disaster. The EOP identifies the City's emergency planning, organization, and response policies and procedures. The EOP also addresses the integration and coordination within other governmental agencies that are required during an emergency.

The EOP is based on the functions and principles of the Standardized Emergency Management Systems (SEMS). The EOP addresses how the City will respond to extraordinary events or disasters, from preparation through recovery. A hazards analysis and probability matrix are also included in the EOP. The responsibilities of each department are identified in matrices, and are based on each identified hazard or threat. The development of departmental Standard Operating Procedures (SOPs) is discussed, including what each department will include in their SOPs.

The Milpitas City Council is responsible for reviewing the entire plan on an annual basis, and coordinating revisions to the plan as required. Records of revision to the plan will be maintained by Sean Simonson in the Milpitas Office of Emergency Services. The plan may be modified as a result of post-incident analyses and/or post-exercise critiques. It may be modified if responsibilities, procedures, laws, rules, or regulations pertaining to emergency management and operations change. Those agencies or departments having assigned responsibilities under this plan are obligated to inform Milpitas when changes need to be made.

The EOP addresses a wide spectrum of contingencies, ranging from relatively minor incidents to large-scale disasters, such as an earthquake. Some emergencies may be preceded by a buildup or warning period, providing sufficient time to warn the public and implement mitigation measures designed to reduce loss of life, property damage, and effects on the environment. Other emergencies may occur with little or no advance warning, thus requiring immediate activation of the EOP and efficient and coordinated mobilization and deployment of resources.

The City's response to disasters is based on four phases:

1. Preparedness Phase;
2. Response Phase;
3. Recovery Phase; and
4. Prevention/Mitigation Phase.

During each phase, specific actions are taken to reduce and/or eliminate the threat of specific disaster situations. The following individuals, either acting as the Emergency Operations Center Director or on behalf of the Emergency Operations Center Director, or their appointed representatives are authorized to activate the Emergency Operations Center: City Manager, Police Chief, or Fire Chief. The Emergency Services Coordinator will determine the phase and initiate the appropriate level of alert for response agencies, including the activation of the Emergency Operations Center as required.

3.0 UTILITIES AND COMMUNITY SERVICES

MULTI-JURISDICTIONAL LOCAL GOVERNMENT HAZARD MITIGATION PLAN FOR THE SAN FRANCISCO BAY AREA

The Association of Bay Area Governments (ABAG) prepared and adopted a Local Hazards Mitigation Plan in 2005. The purpose of the Plan is to serve as a catalyst for a dialogue on public policies needed to mitigate the natural hazards that affect the San Francisco Bay Area. The overall strategy of the Plan is to utilize a multi-jurisdictional effort to maintain and enhance the disaster resistance of the region, and to fulfill the requirements of the Disaster Mitigation Act of 2000 for all local governments to develop and adopt this type of plan.

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

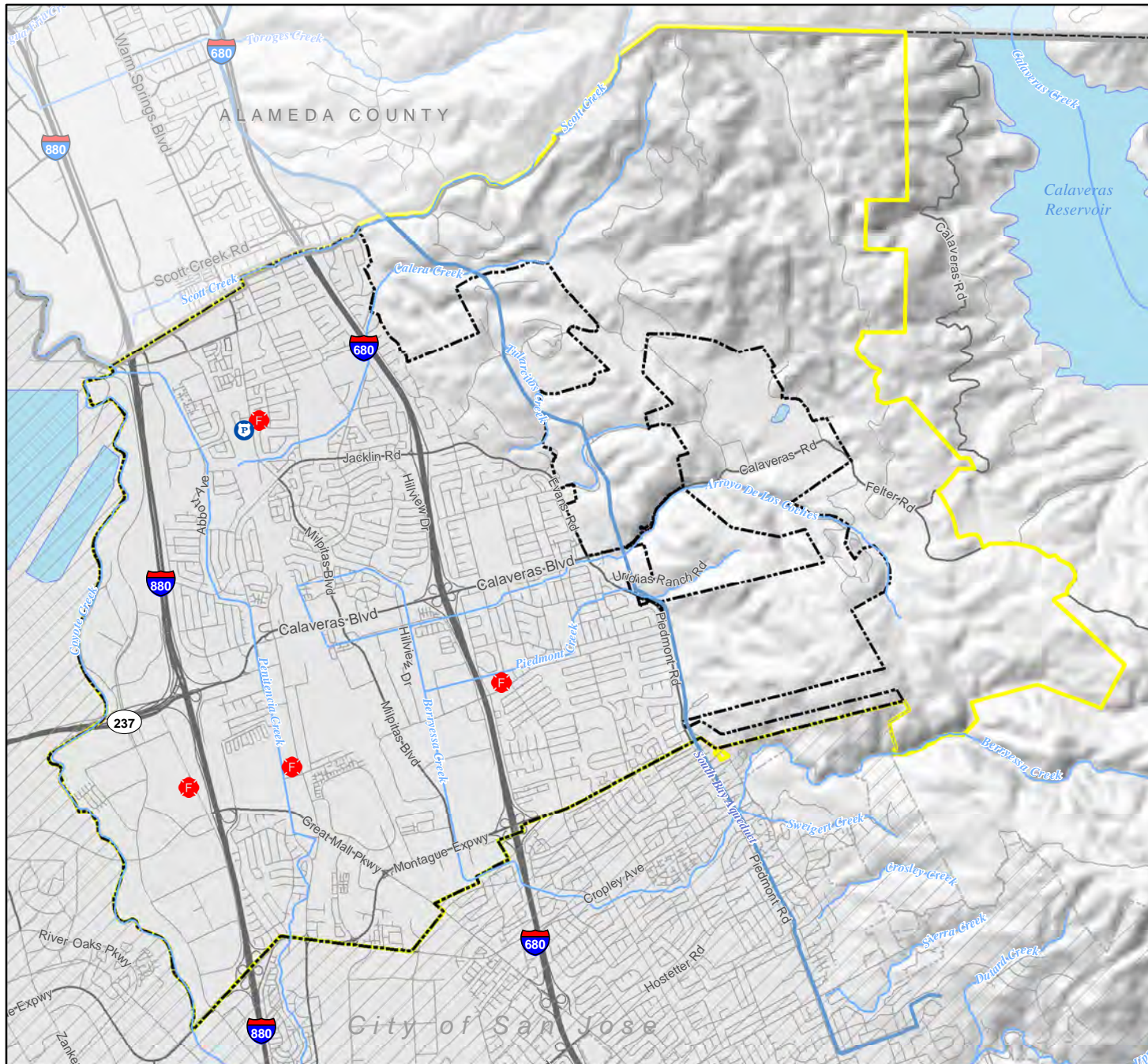
The CERT program in Milpitas presents citizens training with the facts about what to expect following a major disaster and also in life saving skills with emphasis on decision-making skills and rescuer safety. It organizes teams so that certified CERT members are an extension of first responder services offering immediate help to victims until professional services arrive. CERT includes education topics such as earthquake survival, fire prevention and suppression, search and rescue, disaster first aid, and general emergency preparedness. CERT courses and information on organizing neighborhood teams is available at the Milpitas public building and online at the City's website.

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**CITY OF MILPITAS
GENERAL PLAN UPDATE**

**Figure 3.2-1.
Police and Fire Facilities**

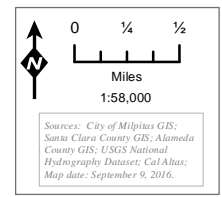


Police and Fire Stations

- Fire Station
- Police Station

Planning Areas

- City of Milpitas
- Milpitas Sphere of Influence
- City of San Jose



Sources: City of Milpitas GIS;
Santa Clara County GIS; Alameda
County GIS; USGS National
Hydrography Dataset, CalAtlas;
Map date: September 9, 2016.

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