



COUNTY OF SAN MATEO

OFFICE OF THE SHERIFF

A TRADITION OF SERVICE SINCE 1856

CARLOS G. BOLANOS, SHERIFF
MARK C. ROBBINS, UNDERSHERIFF

June 2, 2020

To the Residents of San Mateo County:

The San Mateo County Sheriff's Office is dedicated to protecting lives and property and is committed to providing the highest level of professional law enforcement and correctional services. We pledge to promote public trust through fair and impartial policing and will treat all persons with dignity, compassion, and respect. Our mission statement and core values of Commitment, Integrity, Compassion, and Innovation guide us as we perform our duties.

The San Mateo County Sheriff's Office works with our criminal justice partners and community members to prevent and reduce crime, protect life and property, and help resolve community problems while protecting the constitutional rights of all. In addition, I receive counsel from the San Mateo County Sheriff's Advisory Board on contemporary issues. This group is made up of volunteers from throughout the communities we serve.

As law enforcement professionals, we are truly saddened by the recent and tragic police-involved fatality in Minneapolis. Our condolences go out to George Floyd's family and friends. Like many of you, we are waiting for answers and justice. As an organization we recognize the impact egregious behavior has on the relationships with the communities we serve and understand this can be the catalyst for the erosion of trust.

I want you to know that the Sheriff's Office provides our deputies with the training, policies, and resources necessary to make the best possible decisions under what can be tense, uncertain, and rapidly evolving situations. Our ongoing training, whether in de-escalation, defensive tactics, use of force decision making, or implicit bias is aimed at allowing our deputies to protect you, the public, and themselves, in a competent, disciplined, and professional manner. Our deputies work tirelessly communicating with and forming collaborative partnerships with the community. Our hiring, training, and disciplinary standards are high and are intended to produce the best possible deputies and decision-makers with the highest moral and ethical standards. All use of force incidents are documented and investigated thoroughly by supervisory staff. The San Mateo County's law enforcement community and our Sheriff's Deputies specifically, are highly skilled, trained, and dedicated people who perform excellent work daily.

Our policies and training explicitly prohibit the neck restraint used on Mr. Floyd. To ensure compliance with policy and procedures, our Professional Standards Bureau is tasked with internal audits for equipment, personnel, training, use of force incidents, and investigating allegations of misconduct. Additionally, our Training Unit oversees and ensures compliance with the California Peace Officer Standards and Training and the Standards for Training Corrections. This ensures an effective and efficient delivery of training while maintaining public confidence.

Residents of San Mateo County

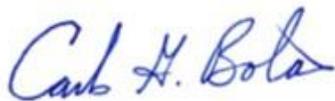
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I will ensure we continue our efforts to critically assess and critique our policies, training, and procedures, seeking to align each with best practices. As an organization, we will strive to attract and hire a diverse, capable, and professional group of deputies and professional staff in order to provide the high level of service to which our community has become accustomed. Rest assured you can rely on our deputies to treat all persons with dignity, compassion, and respect.

Lastly, I want to take a moment to thank you and my volunteer Sheriff's Advisory Board for your ongoing and critically important support.

Sincerely,

A handwritten signature in blue ink that reads "Carlos G. Bolanos". The signature is written in a cursive, flowing style.

Carlos G. Bolanos
Sheriff