

Santa Clara County Office of the Sheriff
Crisis Negotiations Team Emergency Negotiations Telephone Call Box and
Rescue Phone System
Annual Surveillance Report: July 1, 2022 – June 30, 2023

1. Description of How the Technology was Used

Sheriff's Deputies did not utilize the ENT Call Box and Rescue Phone System during this reporting period. Although this technology was cutting edge when it was initially acquired, this system was obsolete technology and inoperable for years. The Office of the Sheriff had been working for several years to replace this system and received state homeland security grant funds to acquire a replacement system. The Office of the Sheriff took delivery of the new Direct-Link Bridge Series System in July 2022, which is the replacement tool for the ENT Call Box and Rescue Phone System. The Board of Supervisors approved a separate surveillance use policy for the new Direct-Link Bridge Series System on September 14, 2021.

The Office of the Sheriff is notifying the Santa Clara County Board of Supervisors that the obsolete ENT Call Box and Rescue Phone System has been disposed of. The Office of the Sheriff requests the ENT Call Box and Rescue Phone System surveillance use policy be retired and no longer be required to submit annual reports for this item.

2. Data Sharing with Outside Entities

No data related to the ENT Call Box and Rescue Phone System was shared with outside entities during this reporting period because it was.

3. Community Complaints or Concerns

Any community complaints regarding the use of the ENT Call Box and Rescue Phone System are routed to the Internal Affairs Lieutenant for tracking and response. According to Internal Affairs, there were no community complaints or concerns regarding the ENT Call Box and Rescue Phone System expressed to the Office of the Sheriff during this reporting period.

4. Non-Privileged Internal Audits / Policy Violations

All Office of the Sheriff staff are provided all Surveillance Use Policies via an internal web-based training course requiring annual review and attestation of acknowledgement completion. Supervisors are required to monitor and periodically audit the use of the ENT Call Box and Rescue Phone System to ensure compliance with the Surveillance Use Policy and other department policies. Internal audits were not performed during this reporting period due to the fact that the ENT Call Box and Rescue Phone System was not deployed and was inoperable.

5. Effectiveness in Achieving its Identified Purpose

The Crisis Negotiations Team ENT Call Box and Rescue Phone System was extremely useful to the Crisis Negotiations Team when it was first obtained; however, Sheriff's Deputies have not used the call box in several years due to outdated software, which the vendor no longer supported. This piece of equipment is obsolete and highlighted the need for a new emergency phone device for the Crisis Negotiation Team to effectively perform in emergency situations. As discussed above, the Office of the Sheriff has officially taken delivery of a state-of-the-art system to replace the ENT Call Box and Rescue Phone System. The ENT Call Box and Rescue Phone System has not been able to achieve the intended purpose during this reporting period as it had when this policy was initially approved.

6. Public Records Act Requests

The Office of the Sheriff has a process in place to track California Public Records Act (CPRA) requests where designated staff are assigned to receive and respond to each request. The Office of the Sheriff did not receive any California Public Records Act requests for the Crisis Negotiations Team ENT Call Box and Rescue Phone System during this reporting period.

7. Annual Costs

The Crisis Negotiations Team ENT Call Box and Rescue Phone System was a one-time purchase and no additional costs were incurred during this reporting period.