



**MINUTES OF THE  
PUBLIC SAFETY, FINANCE AND STRATEGIC SUPPORT COMMITTEE**

**SAN JOSE, CALIFORNIA**

**THURSDAY, SEPTEMBER 21, 2017**

The Public Safety, Finance, and Strategic Support Committee of the City of San José convened in regular session at 1:31 p.m. in the City Hall Council Chambers, Council Wing, City Hall.

**PRESENT:** Councilmember Raul Peralez, Chair; Councilmember Chappie Jones, Vice Chair, Vice Mayor Magdalena Carrasco, Councilmember Sergio Jimenez, and Councilmember Sylvia Arena, members.

**ABSENT:** All present.

**STAFF:** Senior Deputy City Manager Jennifer Maguire, Chief Deputy City Attorney Danielle Kenealey, Assistant to the City Manager Lee Wilcox, Interim Legislative Secretary Suzanne Guzzetta.

**REVIEW OF WORK PLAN**

No items were presented.

**CONSENT CALENDAR**

No items were presented.

**REPORTS TO COMMITTEE**

- (1) Police Department Operations and Performance Bi-Monthly Status Report. (Police) Accept the verbal bi-monthly status report on Police Department operations and performance in the areas of city-wide crime statistics, crime trends, emerging issues, and other matters of interest, as needed.**

Documents Filed: Staff presentation, dated September 21, 2017, entitled, "San José Police Department Operations & Performance Bi-Monthly Status Report."

Lieutenant Gina Tibaldi and Fiscal and Personnel Manager Lisa Perez offered the report.

Committee Discussion ensued.

## REPORTS TO COMMITTEE (CONT'D.)

**(1) Police Department Operations and Performance Bi-Monthly Status Report. (Cont'd.)**

Lieutenant Jason Ta and Chief Edgardo Garcia responded to questions from the Committee.

Action: Upon motion by Vice Mayor Magdalena Carrasco, seconded by Councilmember Sylvia Arenas and carried unanimously, the Committee accepted the report. (5-0.)

**(2) Cardroom Compliance with Title 16 of the San José Municipal Code (Gaming Control Regulatory Program) Annual Report. (Police)  
Accept the annual report on cardroom compliance with Title 16 of the San José Municipal Code (Gaming Control Regulatory Program).**

Documents Filed: Memorandum from Chief of Police Edgardo Garcia, dated September 5, 2017, entitled, "Cardroom Compliance with Title 16 of the San José Municipal Code (Gaming Control Regulatory Program) Annual Report."

Gaming Administrator, Division of Gaming Richard Teng introduced the item and presented the report. Officer Troy Murphy and Administrator Teng responded to questions from the Committee.

Committee Discussion ensued.

Vice Mayor Magdalena Carrasco left the meeting at 2:39 p.m.

Public Speakers: Robert Lindo, Casino M8trix, expressed concerns about the completeness of the report.

Action: Upon motion by Councilmember Chappie Jones, seconded by Councilmember Sylvia Arenas and carried unanimously, the Committee accepted the report. (4-0-1. Absent: Carrasco.)

**(3) Impact of Cardroom Gambling on Crime Annual Report. (Police)  
Accept the annual report on the impact of cardroom gambling on crime in the San José metropolitan area.**

Documents Filed: Memorandum from Chief of Police Edgardo Garcia, dated September 5, 2017, entitled, "Impact of Cardroom Gambling on Crime Annual Report."

Gaming Administrator, Division of Gaming Richard Teng introduced the item and presented the report. Officer Troy Murphy and Administrator Teng responded to questions from the Committee.

## REPORTS TO COMMITTEE (CONT'D.)

- (3) **Impact of Cardroom Gambling on Crime Annual Report. (Police) (Cont'd.)**  
Committee Discussion ensued.

Chief Edgardo Garcia responded to questions from the Committee.

Action: Upon motion by Councilmember Chappie Jones, seconded by Councilmember Sergio Jimenez and carried unanimously, the Committee accepted the report. (4-0-1. Absent: Carrasco)

- (4) **Massage Parlors Ordinance Status Report. (Police)**  
**Accept the status report on Chapter 6.44 (Massage Ordinance) of the San José Municipal Code with regard to operating regulations and enforcement efforts.**

Documents Filed: Memorandum from Chief of Police Edgardo Garcia, dated September 13, 2017, entitled, "Massage Parlors Ordinance Status Report."

Lieutenant Todd Trayer introduced the item and presented the report.

Committee Discussion ensued.

Deputy Director of Code Enforcement Diane Buchanan responded to questions from the Committee.

Action: Upon motion by Councilmember Chappie Jones, seconded by Councilmember Sylvia Arenas and carried unanimously, the Committee accepted the report with direction for staff to return in one year to the Committee with an update on massage parlor operating regulations and enforcement efforts with the understanding that the moratorium on the issuance of massage parlor permits as part of the Personal Care Business Compliance Initiative has not yet been implemented, but is to be explored and possibly implemented over the next year. (4-0-1. Absent: Carrasco)

- (5) **Customer Call Handling Audit Recommendations Implementation Final Report. (Information Technology)**  
**Accept the final report on the implementation of the Customer Call Handling Audit recommendations, including a live call center demonstration.**

Documents Filed: (1) Memorandum from Chief Information Officer Rob Lloyd, dated September 6, 2017, entitled, "Customer Call Handling Audit Recommendations Implementation Final Report; (2) Staff Presentation, dated September 21, 2017, entitled, "Customer Call Handling Audit Implementation Final Report."

Assistant CIO Margaret Lam introduced the item, offered the report, presented a demonstration of the Customer Contact Center Call Tree, and responded to questions from the Committee.

## REPORTS TO COMMITTEE (CONT'D.)

(5) **Customer Call Handling Audit Recommendations Implementation Final Report. (Information Technology) (Cont'd.)**

Committee Discussion ensued.


Action: Upon motion by Councilmember Sylvia Arenas, seconded by Councilmember Sergio Jimenez and carried unanimously, the Committee accepted the report. (4-0-1. Absent: Carrasco)

## OPEN FORUM

There was no testimony from the floor.

## ADJOURNMENT

Councilmember Raul Peralez adjourned the meeting at 3:41 p.m.



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**Councilmember Raul Peralez, Chair**  
**Public Safety, Finance, and Strategic Support Committee**

RP/slg

Access the video, the agenda and related reports for this meeting by visiting the City's website at <http://www.sanjoseca.gov/civiccenterv>. For information on any ordinance that is not hyperlinked to this document, please contact the Office of the City Clerk at (408) 535-1266.