

# Gun Violence

Dan Singer, Goleta City Manager

ICMA Conference Presenter



# The Incident:

- On January 31, 2006 a former US Postal Service employee, Jennifer San Marco, shot and killed seven people at the Goleta Mail Processing Facility before turning a gun on herself.
- The incident occurred in the middle of the night, without warning.
- Ms. San Marco left employment with the postal service some two years earlier and moved to a remote mobile home in New Mexico. She had no job and few, if any, friends.
- There was no warning or indication that she might return to Goleta, much less with the intent to do harm.
- Because this was a Federal facility, multiple agencies were involved and event details were difficult to come by.
- It was said to be the most significant act of violence by a female in American history.



2006 Goleta Postal Shooting Press Conference - CNN

# The Takeaways:

- Law enforcement and first responders have a distinct role to play. To balance that, local government has an opportunity to have your local leaders act with compassion, empathy and understanding.
- In government there are always rules and protocols; sometimes the most appropriate response does not always follow protocol.
- You CANNOT over-communicate or say “too much.” We live in a world of rapid information sharing so use all the tools available.
- Don’t forget to take care of yourself and your organization. It is easy to become consumed with the event, but employees and first responders also need information, support, and reassurance.

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