

# 2017 ANNUAL REPORT



SAN RAMON  
POLICE DEPARTMENT

# 10



# YEARS

2 0 0 7 - 2 0 1 7



# AND COUNTING

**SAN RAMON POLICE DEPARTMENT  
ADMINISTRATION**

**CHIEF OF POLICE  
DAN PRATT**

**OPERATIONS CAPTAIN  
DENTON CARLSON**

**SUPPORT SERVICES CAPTAIN  
CRAIG STEVENS**

**LIEUTENANT MIKE BOEHRER  
OPERATIONS DIVISION COMMANDER**

**LIEUTENANT TERRENCE REEDER  
PROFESSIONAL STANDARDS DIVISION COMMANDER**

**LIEUTENANT CARY GOLDBERG  
SUPPORT SERVICES DIVISION COMMANDER**

**LIEUTENANT TOM LAROCQUE  
PATROL DIVISION COMMANDER (WEEKDAY)**

**LIEUTENANT TODD SANTIAGO  
PATROL DIVISION COMMANDER (WEEKEND)**

**CITY GOVERNMENT**

**MAYOR BILL CLARKSON**

**VICE MAYOR PHILIP G. O'LOANE**

**COUNCILMEMBER DAVID E. HUDSON**

**COUNCILMEMBER SCOTT PERKINS**

**COUNCILMEMBER HARRY SACHS**

**CITY MANAGER JOE GORTON**

# MESSAGE FROM THE CHIEF

It is my honor to present the 2017 San Ramon Police Department Annual Report. This year marks ten years of service to the citizens of San Ramon as an independent Police Department; since July 1, 2007. Our community enjoys one of the lowest crime rates per capita in the country. In fact, in a survey released in mid-2017, The City of San Ramon ranked #2 in the state, of cities with a population above 70,000. This level of safety would not be possible without the support of our elected officials, City staff, residents, business owners, and the finest law enforcement officers and staff members in the profession. This report documents the outstanding effort and the commitment to service demonstrated by our staff every day.

Over the past 10 years we have overcome many challenges and 2017 has presented one more. This year we realized the effect of recent legislation which has resulted in a “soft on crime” approach to the enforcement of laws and the prosecution of criminal offenders throughout the State. Unfortunately, the lack of consequences to criminal offenders when caught, has led to a sharp increase in crime. Although San Ramon remains one of the safest communities in California, this uptick in crime is a concern that we are addressing with enhanced programs and with assistance from members of the community.

This year we have reorganized the San Ramon Police Department to maximize efficiency and have supplemented our Community Relations and Crime Prevention Division in order to provide resources and education to help our community with crime prevention awareness. With the authorized staffing of 69 sworn law enforcement officers to serve our City of approximately 79,000 residents, the Police Department relies on community awareness and the early reporting of suspicious activity to help identify and report criminal concerns.

Over the years, the Police Department has fostered strong cooperative partnerships with the various community groups, organizations, schools, and businesses that we serve and deeply appreciate the trust and support that we enjoy. We are committed to maintaining and further enhancing these community relationships to proactively address the needs of our citizens. With the continued growth of the City, the Police Department is working on strategies to mitigate the anticipated challenges that increased crime and traffic pose to our community. Together, we can continue to enhance public safety and maintain the high quality of life that we have come to expect.

It is with great pride that I present this 2017 Annual Report to highlight the tremendous work of the dedicated men and women of the San Ramon Police Department.



A handwritten signature in black ink, appearing to read 'Dan Pratt'. The signature is stylized and written in cursive.

**Dan Pratt** ■ Chief of Police

# MISSION, VISION AND VALUES



## Mission

The San Ramon Police Department is committed to providing the highest quality police service to those who live and work in the City of San Ramon. We work in collaboration with the community and strive to maintain the utmost level of public safety with the goal of maintaining the quality of life expected within the City of San Ramon. We provide our service with a commitment to cultivating the public trust by respecting individual rights and striving to be fair, just and responsive to the needs and feelings of our community.

## Vision

The San Ramon Police Department will be on the forefront of the law enforcement profession by employing the most effective methods in providing quality police services. Members of the Police Department will be leaders in initiating and maintaining positive relationships with neighborhoods, schools, businesses, and other members of our community. These community bonds will form a medium where public safety concerns can be anticipated and addressed.

## Core Values

- **SERVICE** — We provide quality, professional service to every citizen we contact.
- **RESPONSIVENESS** — We are here to respond to the needs of our community. In doing so, we will assure that we are responsive to all requests for our service.
- **INTEGRITY** — The integrity of the San Ramon Police Department is reflective of each member of our organization. We must be mindful of this responsibility at all times.
- **SAFETY** — Our goal is to ensure that the community is safe for all those who live and work in the City of San Ramon.
- **PROFESSIONALISM** — We will provide quality, professional Service while being Responsive to the needs of our community. We will do this with Integrity and assure that all citizens have a sense of Safety. In doing so we will be recognized as the Professional organization we strive to be.



San Ramon Police Chief Dan Pratt poses with members of Girl Scout Troop #31083 at a September 11th Memorial Event.

## The Community

The City of San Ramon is one of the Bay Area's most desirable areas. Located in Contra Costa County, San Ramon is approximately 25 miles east of the City of Oakland in the San Francisco Bay Area.

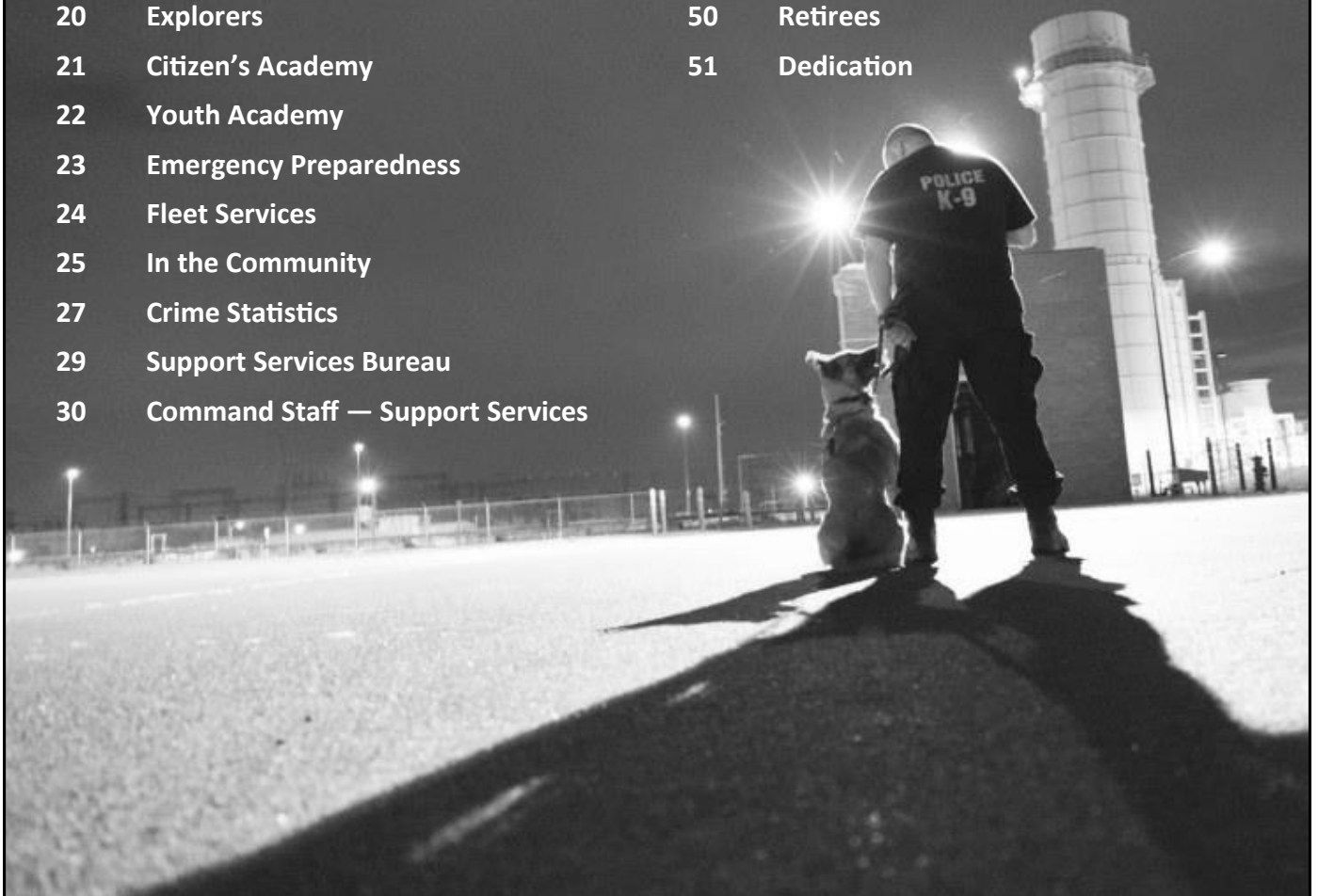
San Ramon is a multifaceted city, dedicated to improving itself while maintaining the high quality of life its homeowners have come to enjoy and expect. The area's scenic views, good climate and low crime rate make this community one of the county's most exciting places to live and work. The City of San Ramon works hard to provide business opportunities, superior public services and a safe, friendly community.

In an effort to provide the highest quality of services to our community, the Police Department facilitates numerous community based programs, which include:

- The **Citizen's Academy** is a 14-week program with a focus on educating citizens to the issues and training facing modern police officers. The public gains a better understanding of legal issues and personnel issues as well as department policies and procedures.
- The **Youth Academy** is designed to provide youth an inside look at city policing. The program gives them a better understanding of what society requires in order for them to grow into responsible, productive citizens.
- The **Neighborhood Watch Program** facilitates communication between neighbors and develops a partnership with police and citizens for the safety and security of area neighborhoods.
- **National Night Out** is an extension of the Neighborhood Watch program and encourages neighbors to gather together and get to know each other on a more personal level while also meeting with community leaders, police and fire department personnel.
- The **Crime Free Multi-Housing Program** is a widely successful program designed to help tenants, owners and managers of rental property keep drugs and other illegal activity off their property.
- The **Crime Free Business Program** is designed to provide training and education to local business owners to arm them with the knowledge to prevent crime in and around their business.

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# DEPARTMENT OVERVIEW

The San Ramon Police Department employs 69 sworn officers who serve a community of more than 79,000 residents spanning an area of over 18.5 square miles. In addition, the Department employs 18 civilians who provide essential services such as Finance, Executive Support, Records, Training, Property and Evidence, Crime Prevention and Fleet Services. There are 54 civilian volunteers who continue to help our organization deliver the highest caliber of police service possible. The volunteers include 40 Citizen Volunteers, 7 Police Chaplains and 7 Explorers.

The Police Department is organized into two bureaus; the Operations Bureau consisting of the Patrol Division, Investigation Division and Traffic Division; and the Support Services Bureau consisting of the Community Relations and Crime Prevention Division, Professional Standards & Training Division, Records Division and the Administrative Division. The function of each division is an important component in assuring the San Ramon Police Department maintains the professional operation expected by the community we serve.

The San Ramon Police Department draws some of the finest law enforcement professionals in the state. Our average officer tenure in the department is over ten years of experience investigating all major crimes and complex traffic accidents. California's Commission on Police Officers Standards and Training (POST) has identified the San Ramon Police Department as a model agency.

Our department values independent decision making and problem solving strategies. Using a community-oriented policing philosophy, our department has fostered strong partnerships between our schools, faith-based community, civic organizations and citizens. This type of collaboration greatly enhances our crime fighting tactics and tends to reduce crime and the fear of crime in our community. We strongly believe that preventing crime is a community effort and it is our role, as the Police Department, to provide the training and information necessary to help our citizens take an active part in crime fighting efforts.

Committed to providing quality, responsive service in its efforts to work in partnership with the community, the department's web site contains information about crime prevention, statistics and online services including Crime Mapping, Patrol Requests, Vacation House Checks and how to pay your traffic ticket.

Every member of the San Ramon Police Department is committed to our Mission and Core Value statements, which are summed up in our motto: **Service, Commitment, Community.**



From left to right, Captain Denton Carlson, Sergeant Jeff Hahn and Corporal Bill Doherty are sworn in by the City Clerk (not pictured) during a promotion ceremony at the San Ramon Police Department on July 31, 2017.

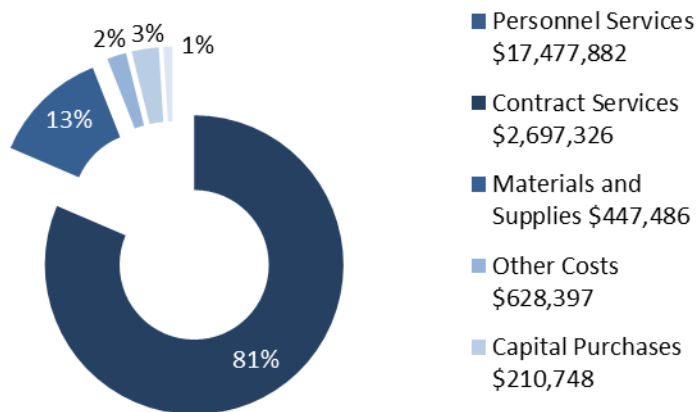




## Expenditure Summary by Category

	FY 16/17- Final	FY 17/18-Adopted
Personnel Services	\$16,645,007	\$17,477,882
Contract Services	\$2,583,580	\$2,697,326
Materials and Supplies	\$559,385	\$447,486
Other Costs	\$561,255	\$628,397
Capital Purchases	\$230,375	\$210,748
<b>Total Expenditures</b>	<b>\$20,579,602</b>	<b>\$21,461,839</b>

### 2017 Budget Breakdown




### Program Summary


Description	Program Expenditures	Program Revenue	Net Program Cost
Administration	\$5,893,872	\$129,750	\$5,764,122
Animal Control	\$465,476	-	\$465,476
Crossing Guards	\$114,847	-	\$114,847
Crime Prevention	\$609,149	-	\$609,149
Emergency Preparedness	\$298,141	-	\$298,141
Investigations	\$2,203,322	-	\$2,203,322
Patrol	\$8,580,221	\$416,500	\$8,163,721
Traffic Safety	\$1,352,065	-	\$1,352,065
Volunteer Services	\$22,705	-	\$22,705
Youth Services	\$1,329,880	\$101,000	\$1,228,880
Fleet	\$397,221	-	\$397,221
<b>Total Expenditures</b>	<b>\$21,461,839</b>	<b>\$721,206</b>	<b>\$20,740,633</b>

## 2017-2018 Budget

The Police Department operates on 28.2% of the City's \$47.6 million General Fund. As with all municipal budgets, the majority of funds are spent on salaries and benefits to employees. Operating expenses and professional services comprise the remainder of the budget.

### Cost Per Capita Local Comparison


Population: 77,682
Police Budget: \$28,095,087
Cost Per Resident: \$362


Population: 70,018
Police Budget: \$26,532,491
Cost Per Resident: \$379


Population: 79,000
Police Budget: \$21,461,839
Cost Per Resident: \$272

**OFFICE OF THE CHIEF — CHIEF DAN PRATT**

**Operations Captain — Denton Carlson**

**Support Services Captain — Craig Stevens**

**OPERATIONS BUREAU**

Lieutenant Mike Boehrer — Operations Division Commander

Lieutenant Tom LaRocque — Patrol Division Commander (Weekday)

Lieutenant Todd Santiago — Patrol Division Commander (Weekend)

**Patrol Division**

Sergeants — 5

Corporals — 4

Patrol Officers — 23

K-9 Officers — 3

Police Services Technician-Civilian — 2 Full-time, 2 Part-time

**Traffic Division**

Sergeant — 1

Corporal — 1

Motor Officers — 3

**Youth Services Division**

School Resource Corporal — 1

School Resource Officers — 3

Explorers — 7

**Fleet Services**

Fleet Coordinator-Civilian — 1

Fleet Technician-Civilian — 1

**SUPPORT SERVICES BUREAU**

Lieutenant Cary Goldberg — Support Services Division Commander

Lieutenant Terrence Reeder — Professional Standards Division Commander

Finance Analyst-Civilian — 1

Administrative Specialist-Civilian — 1

**Records Division**

Records Program Manager-Civilian — 1

Records Coordinator-Civilian — 1

Records Specialists-Civilian — 2

Records Technicians-Civilian — 3

**Community Relations and Crime Prevention Division**

Community Resource Sergeant — 1

Community Resource Corporal — 1

Community Resource Coordinator-Civilian — 1

Crime Prevention Specialist-Civilian — 1

**Professional Standards and Training**

Sergeant — 2

Training Coordinator — 1

**Investigations Division**

Sergeant — 1

Corporal — 1

Detectives — 5

Youth Resource Officer — 1

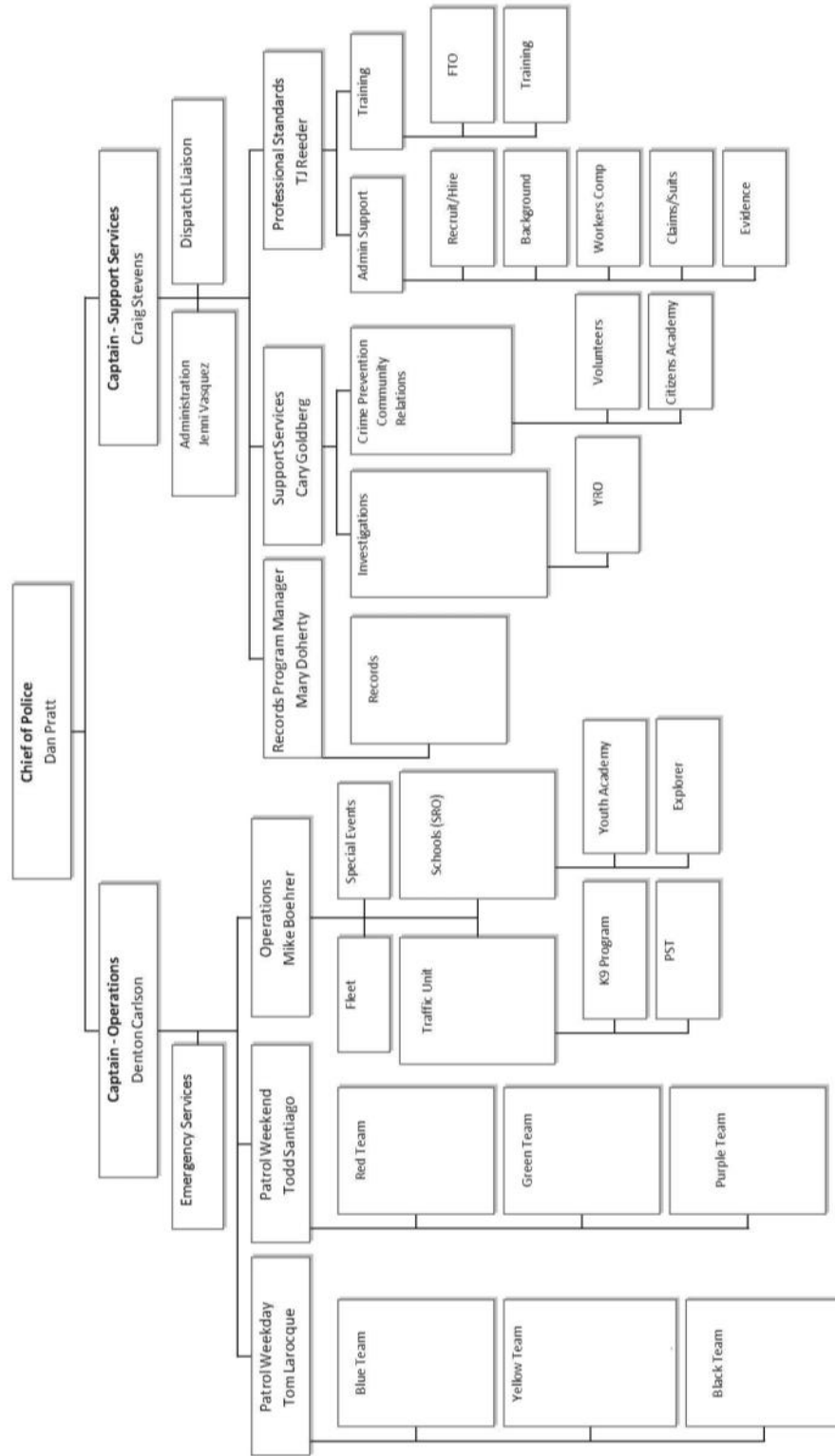
Special Assignment - DEA — 1

Property and Evidence Coordinator-Civilian — 1

**Volunteers / Chaplains — 47**

# DEPARTMENT ORGANIZATION

City of San Ramon  
Police Services  
FY 2017-2018



# OPERATIONS BUREAU



## OPERATIONS CAPTAIN DENTON CARLSON

Captain Carlson oversees the Operations Bureau of the Police Department, which includes the Patrol, Traffic and Youth Resource Divisions. In addition, he is the Director of the City of San Ramon's Office of Emergency Preparedness. Captain Carlson's career in law enforcement began in 1998 and he has been with the San Ramon Police Department since its inception in July 2007. Captain Carlson has had the opportunity to hold numerous positions during his career including Detective, SWAT Team member, Professional Standards and Training Supervisor, and SWAT Team Commander. He holds a Bachelor's Degree in Criminal Justice Administration, a Master's Degree in Emergency Services Administration, and is currently participating in the California Peace Officer Standards and Training (POST) Command College.



The mission of the Operations Bureau is to ensure the safety and security of those who live, study, work, and visit the City of San Ramon. We accomplish this mission providing timely and professional public safety services to the community utilizing a problem solving approach in partnership with the community through prevention, suppression and apprehension strategies.

The Operations Bureau is comprised of the Patrol Division, Traffic Division, Youth Resource Division, Fleet Services, and the Office of Emergency Preparedness. Specialized units within these divisions include the K-9 Unit, SWAT Team, Honor Guard, Bicycle Patrol, and Police Services Technicians.

These divisions make up the largest portion of the police department with a total of 48 sworn and 5 non-sworn employees. There are six Sergeants assigned to the Bureau as division and team supervisors. In the following pages, you will find additional detailed information about the Divisions and Specialized Units that comprise the Operations Bureau.

# COMMAND STAFF—OPERATIONS



**LIEUTENANT MIKE BOEHRER**  
**OPERATIONS DIVISION COMMANDER**

The Operations Division Commander is responsible for the management of the Traffic Division, Property and Evidence Division, Youth Services Division, K-9 Unit, and Special Events. The Traffic Division is comprised of a Sergeant, a Corporal, and three officers. The Property and Evidence Division is supervised by an Evidence Coordinator and is responsible for the evidence and property that comes into the care of the police department. The Youth Services Division is comprised of a Corporal and three officers who serve the community's high schools and middle schools. The K-9 unit is comprised of three officers and their K-9 partners, providing specialized services for the community.



**LIEUTENANT TOM LAROCQUE**  
**PATROL DIVISION COMMANDER (WEEKDAY)**

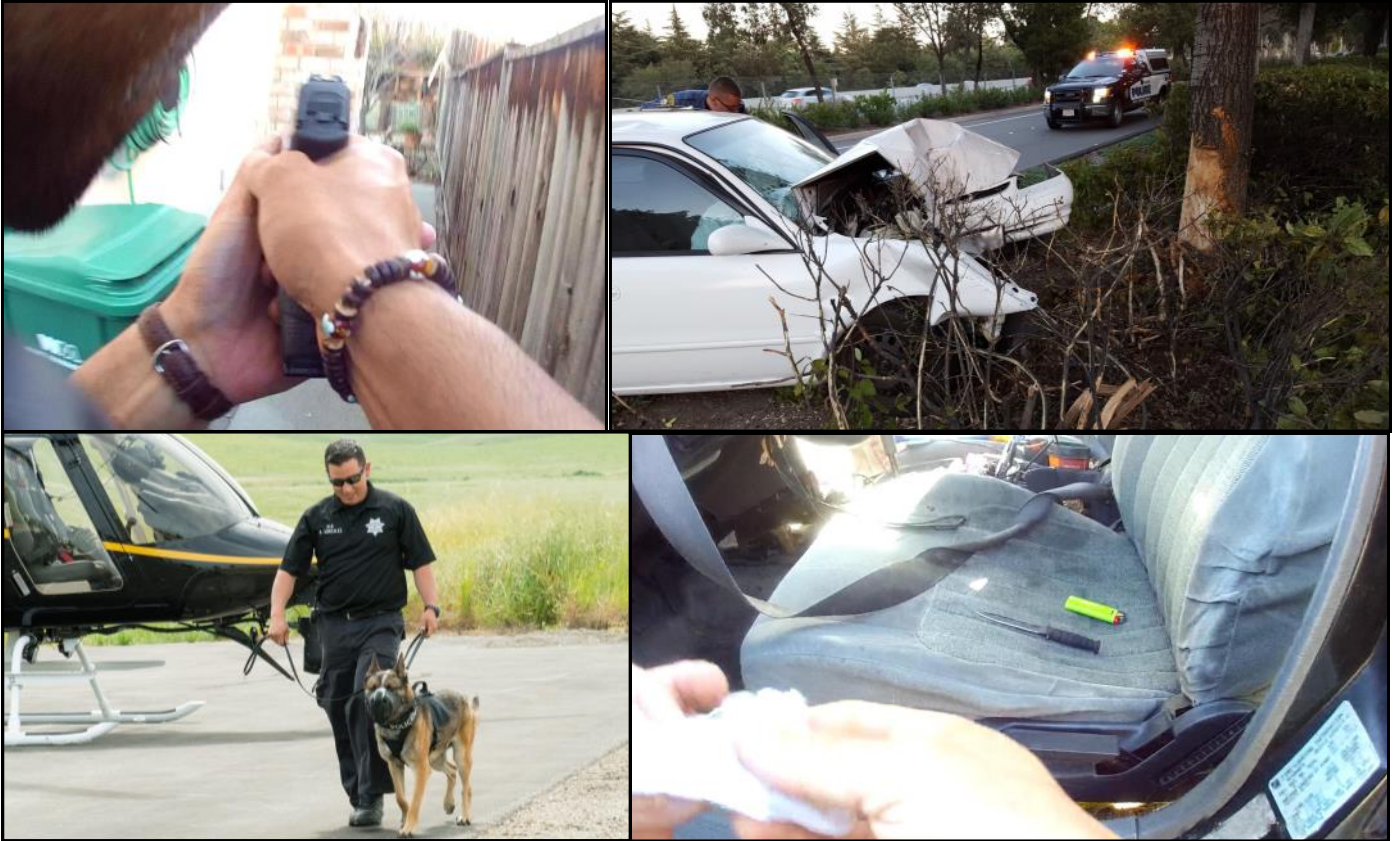
The weekday Patrol Division is under the command of Lieutenant Tom LaRocque. He is responsible for the day to day operations Monday-Thursday. He oversees three patrol teams, which consist of three Sergeants, three Corporals and 13 officers.



**LIEUTENANT TODD SANTIAGO**  
**PATROL DIVISION COMMANDER (WEEKEND)**

The weekend Patrol Division is under the command of Lieutenant Todd Santiago who is in charge of the day to day operations on Wednesday through Saturday. The major components that make up his area of command are the uniformed Patrol Division that works the weekends. The weekend shifts consists of three Patrol teams, two Sergeants, two Corporals and 10 officers.

# PATROL DIVISION



The Patrol Division is the largest division within the San Ramon Police Department. The division is comprised of uniformed patrol staff, the Traffic Unit and the K-9 Unit. It consists of five different Patrol teams and the Traffic Unit; each staffed with a Sergeant, Corporal and four to five officers. The Patrol Division provides the core police services to the community. These services include handling dispatched calls for service, traffic enforcement, traffic accident investigations, proactive patrol, conducting preliminary criminal investigations and ensuring the safety and security in and around all school zones.

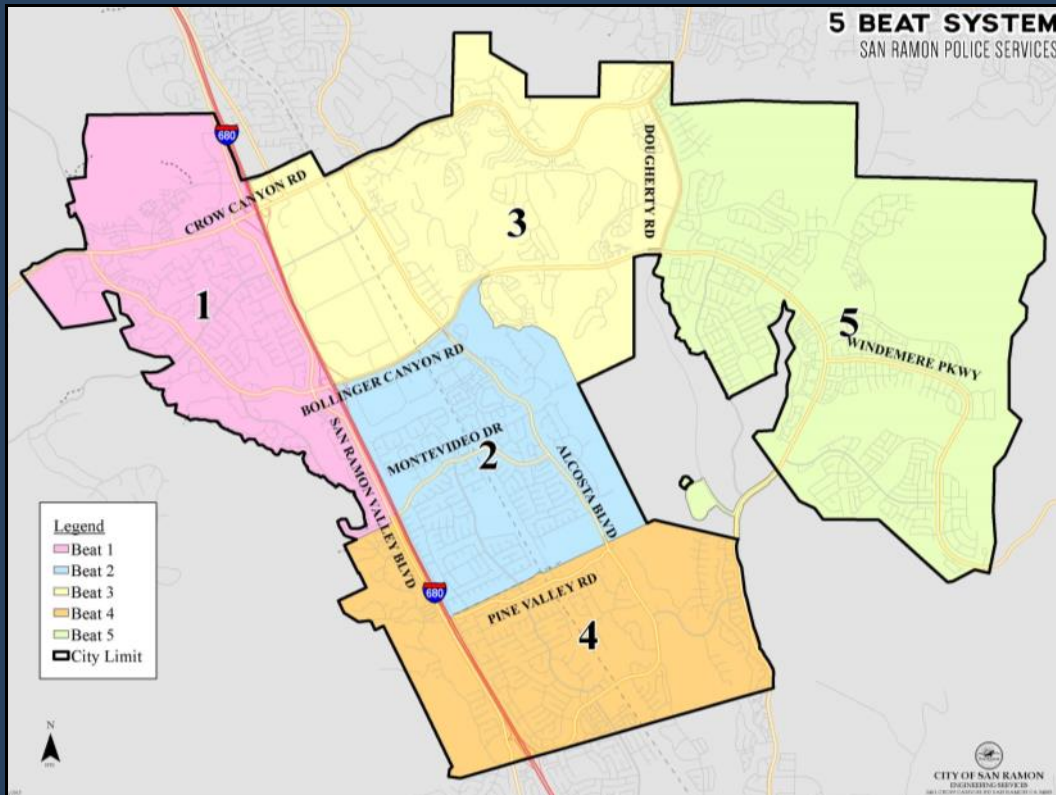
The City is currently divided into five separate geographical areas known as beats. An individual officer is assigned to each beat and is responsible for providing police service to that area. Officers are generally assigned to a specific beat on a daily basis to allow them to become very familiar with the area, residents, schools, parks and businesses. In March 2015, the Police Department expanded to a “6 beat” system. This allows the department to add an additional officer to each patrol team and minimize some of the larger beats, depending on the city’s needs, time of day and staffing levels. The primary benefit is additional staffing on patrol and reducing overall response times within the city.

The Patrol Division is responsible for the “My Beat, My School” program. This program was instituted in 2007 and has been very successful since its inception. As part of the program, each school within the City has a police officer assigned to it. The officer maintains high visibility in and around his or her assigned school. The officers become familiar with the school staff and administrators, provide a safe environment in and around school and have the ability to focus on any problems that may arise on campus.

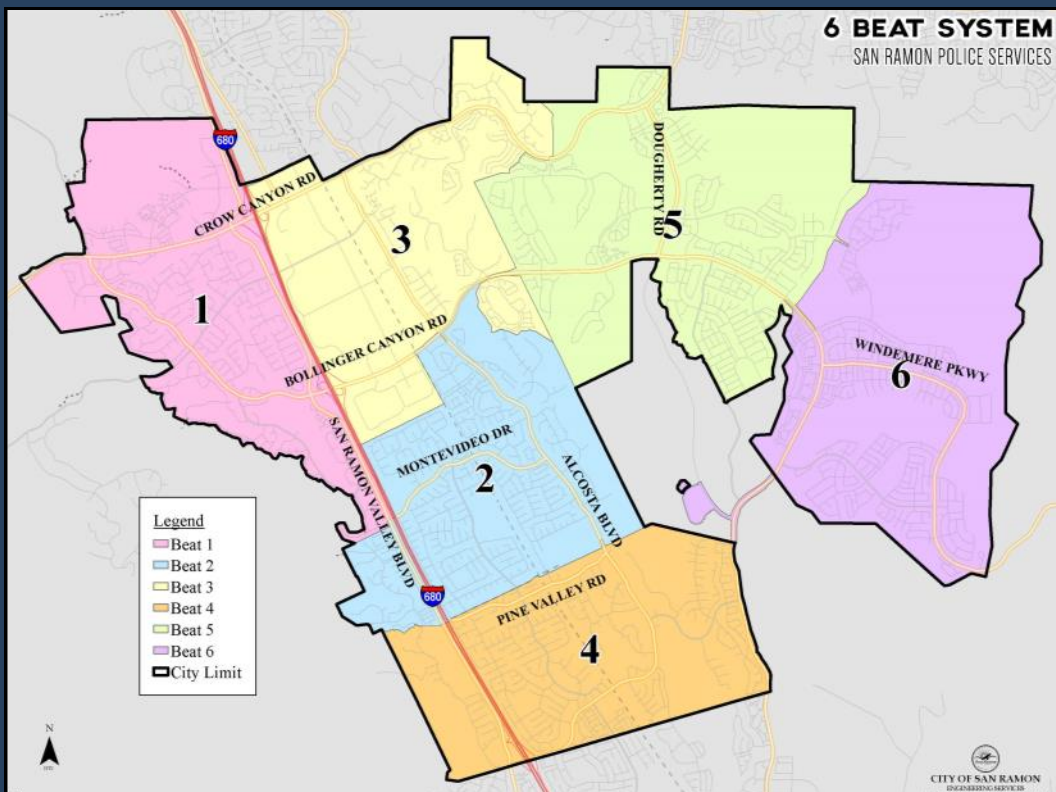
The Patrol Division currently has three Police K-9 service dogs. These service dogs frequently train with their handlers and provide critical services. These include tracking suspects and missing persons, article searches, searching (sniffing) for illegal substances, building searches and community demonstrations.

Other components of the Patrol Division include the Honor Guard and the Police Service Technicians. The Patrol Division works closely in partnership with other SRPD units, governmental agencies and community organizations to solve crime problems at the neighborhood level.

# BEAT MAPS



San Ramon police officers patrol in a 5 or 6 beat system depending on the city's needs, time of day and staffing levels. The six beat system was implemented in March 2015 .



# PATROL DIVISION

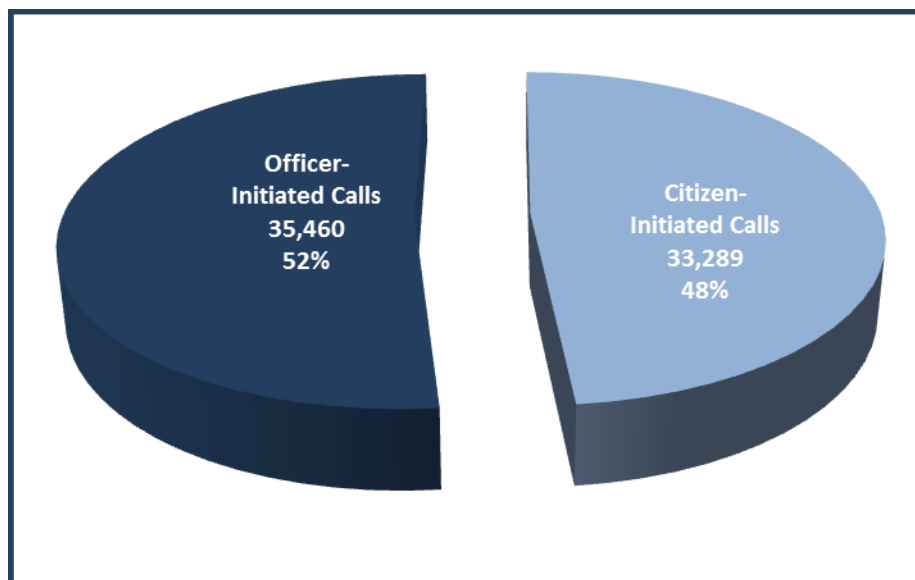
In 2017, the Patrol Division was responsible for handling 68,749 calls for service. Patrol officers are the first line of defense in a threat to public safety. These highly trained men and women place themselves at risk every day to protect the community whether responding to an accident, pursuing a fleeing vehicle, apprehending an armed suspect or handling a violent domestic dispute. The officers are expected to bring about a successful resolution to situations, which at times may seem impossible. These challenging tasks are accomplished in strict adherence to state and federal laws and held within the high standards of conduct set forth in the Law Enforcement Code of Ethics.

PATROL EVENTS							
	2011	2012	2013	2014	2015	2016	2017
Calls for Service	55,161	58,513	58,228	66,979	70,836	61,891	68,749
Officer Initiated	33,626	37,900	36,597	39,616	44,301	35,361	35,460
Arrests	470	440	525	637	602	500	543
Reports Written	3,453	3,460	3,482	3,530	3,697	3,721	3,736
Citizen Generated Reports (online)			144	73	136	114	121
Alarm Responses	2,492	2,645	2,749	2,860	3,148	3,160	3,260

## Calls for Service

Patrol is unlike any other division within the police department because of its high visibility and frequent contact with the public. The law enforcement process is most likely to start with a patrol officer responding to a call for service or having a self-initiated call, such as a traffic stop or pedestrian check.

The key to successful crime prevention and control is “Proactive Policing” where officers identify a problem in the field, respond and bring it to resolution without receiving a call from the public. In 2017, we had 35,460 officer-initiated calls.





## 2017 DUI Statistics

San Ramon officers made 156 DUI arrests in 2017 — down two arrests from 2016.

-1%



**DUI ARRESTS**

-2.7%



**DUI ACCIDENTS**

35 DUI arrestees were involved in a collision in 2017, versus 36 last year.

California considers an individual to be legally impaired when his or her “Blood-Alcohol Content,” or BAC is 0.08 or higher.

Approximately, 60% of San Ramon’s DUI arrestees had a BAC of more than twice the legal limit. Officers arrested 73 drivers with a BAC of 0.16 or more, 18 drivers with a BAC of 0.24 or more and 3 drivers at more than four times the legal limit at 0.32 or more.

The department averaged 13 DUI arrests per month. January had the highest number of DUI cases with 21 arrests.

Total DUI Arrests: 156  
Under Age 21: 5  
Under Age 18: 7  
Involved in Accident: 35

## DUI Enforcement

The San Ramon Police Department places a high priority on DUI enforcement. In every state, it’s illegal to drive with a BAC of .08 or higher, yet one person is killed in a drunk-driving crash every 53 minutes in the United States. That’s 28 people a day. These deaths and the damages caused by drunk driving contribute to a cost of \$52 billion a year, according to the National Highway Traffic Safety Administration.

The San Ramon Police Department relies on the patrol officers’ constant vigilance looking for impaired drivers. Officers patrol known problem areas and city streets with the focus of identifying drivers who display objective symptoms of being under the influence of alcohol or drugs. We also rely on assistance from citizens to identify impaired drivers. Using the “911” system, citizens can call to alert police to possible DUI drivers. With the help of alert citizens, numerous DUI arrests are made each year.



Officer Espiritu conducts Field Sobriety Testing (or FSTs) during a DUI investigation.

## Seat Belt Enforcement

The San Ramon Police Department recognizes the important relationship between wearing a seat belt and the reduction of injuries and deaths in vehicle collisions. As a part of the ongoing public education, the San Ramon Police Department participates in the Office of Traffic Safety’s “Click it or Ticket” seat belt enforcement campaign conducted each spring.

More than 280 law enforcement agencies statewide participate in the “Click it or Ticket” program. The campaign relies on enforcement and public education to help California achieve the highest seat belt use rate in the nation. The Traffic Division uses several enforcement strategies aimed at not only gaining compliance, but also increasing public awareness about wearing seat belts and using child safety seats where appropriate. Since the campaign began in 2005, public safety officials have been seeing an overall yearly increase in the use of seat belts.

# TRAFFIC DIVISION



The San Ramon Police Traffic Division consists of a sergeant, a corporal and three officers. The officers are responsible for traffic education and enforcement of state traffic laws. The officers write 200-400 citations per month and are responsible for investigating traffic accidents from non-injury to fatalities. Riding a motorcycle allows these officers the ability to maneuver through traffic and enforce laws where officers in a patrol car cannot access. The goal of the Traffic Division is to take a proactive approach to traffic related issues and have a timely response to crime and traffic problems.

The Traffic Division applied for a grant in 2017 and was awarded \$40,800, which was used for enforcement, training and equipment. Four law enforcement officers were sent to the NHTSA Standardized Field Sobriety Testing (SFST) and Advanced Roadside Impaired Driving Enforcement (ARIDE). San Ramon PD also conducted 26 DUI Saturation Patrol operations and two warrant service operations targeting repeat DUI offenders who failed to appear in court.

Officers conducted 14 Traffic Enforcement operations, including but not limited to, primary collision factor violations (speeding) and 15 Distracted Driving enforcement campaigns targeting drivers using hand held cell phones and texting. They also participated in 14 pedestrian and/or bicycle enforcement operations.

The department was also able to use the grant money to purchase five PAS Devices for detecting blood alcohol content and calibration supplies and two Vehicle Speed Feedback Signs that can be moved about the city as needed.

## Major Injury Accident Regional Traffic Team

Recognizing the complex nature of traffic accident investigations, the San Ramon Police Department joined forces with the Walnut Creek, Pleasant Hill and Martinez Police Departments to form a major injury traffic accident investigation team. Traffic investigators from each agency, versed in advanced accident investigations, collaborate and respond to all major accidents in any of the four cities. In addition to accident investigations, the Team also conducts regional traffic enforcement activities targeting dangerous roadways and intersections identified in each city.

# 2017 Statistical Summary

Officers wrote a total of 6,932 traffic tickets, citing for 6,424 moving violations, 592 non-moving violations, 38 courtesy warnings and 717 parking violations.



Officers and Police Services Technicians tagged 401 abandoned vehicles and towed 41 of them. In addition, 113 oversized vehicles were tagged and 13 were issued citations.



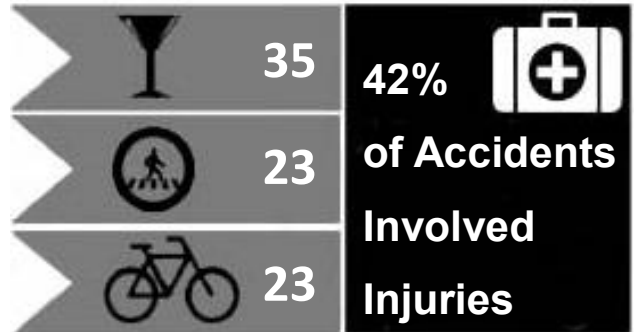
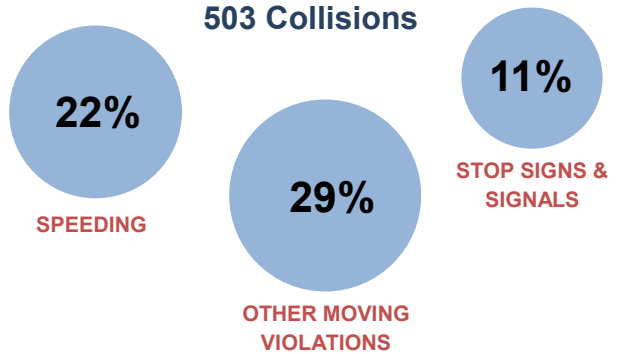
Injury collisions went up nearly 25% over last year. In 2017, crashes involving pedestrians and bicyclists nearly doubled.



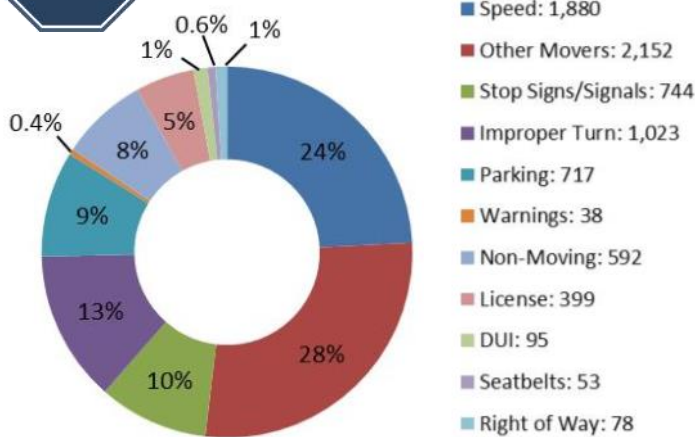
## Accidents



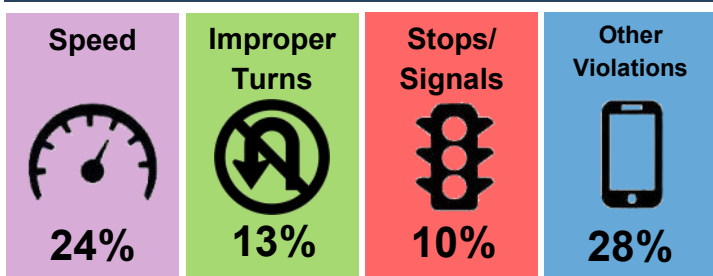
### PRIMARY COLLISION FACTORS



## 6,932 Citations & Warnings



### Most Frequent Moving Violations



	2013	2014	2015	2016	2017
Total Citations Issued	8,867	8,116	8,595	7,888	6,932
Moving Citations (excluding speed)	4,360	4,035	4,344	5,577	4,544
Speed Citations	1,917	1,768	1,917	1,820	1,880
Non-Moving & Parking Citations	1,976	1,869	1,603	2,090	1,309
Warning Citations	614	444	731	221	38
DUI Arrests	108	230	251	158	156
DUI Accidents	21	40	39	36	35
Accident Reports	468	436	449	478*	503
Fatal/Injury Accidents	142	152	173	171	214
Fatal	0	2	2	1	1
Injuries	142	150	171	170	213
Vehicle vs. Pedestrian	5	13	9	17	23
Vehicle vs. Bicycle	10	5	12	14	23

# K-9 UNIT



San Ramon Police's K-9 Unit continued into its 17th year in operation. The K-9 units each receive over 320 hours of initial training prior to working patrol. Daily and weekly training is a must, as the dogs and their handlers must pass strict annual POST certification standards.

During detection training the teams are exposed to new situations and scenarios they might encounter while on patrol. The dogs must obey their handlers without hesitation and be able to work under the most trying and adverse conditions. The teams train for real life applications of tracking, building searches, area searches, obedience, suspect apprehensions and anything else a patrol K-9 might encounter. The scenarios are constantly changing and evolving so that both dog and handler do not become complacent.

The department's K-9 unit plays a vital role assisting the agency and others in the accomplishment of mission objectives. The superior sense of smell, hearing and potential aggressiveness of a trained law enforcement canine is a valuable supplement to law enforcement manpower. The K-9s are specifically trained in the tracking and trailing of fleeing felons and lost children or missing persons. They have the ability to locate discarded articles and can detect the odor of narcotics.

Canines are particularly efficient in searching large fields or buildings for hiding suspects and can enter small areas that officers would not be able to access. They are also useful in high-risk situations such as foot chases where the dogs speed and tracking ability become very handy.

Although the canines are well trained when selected by the department, training continues for the working life of the dog. The officers involved have a strong commitment to the program and this assignment is one of the longest in the department. Not only are the dog and handler together constantly at work, the dogs also live with the family of the handler. At home these dogs act like ordinary family pets. However, once his handler puts him in the car for the trip to work, the dog's demeanor changes. The dogs have an innate sense of when they will be required to assist their partner and they look forward to coming to work. Currently, we have a K-9 team working on all three shifts, day, swing shift and graveyard.

The K-9 teams also attend numerous civilian functions each year. These include school visits and demonstrations at local civic groups, the Citizen and Youth Academies, and public education programs.

## Officer Rick Gonzalez and Blix

San Ramon's newest K-9 is Blix, a 3-year-old male Belgian Malinois. He was born in the Netherlands and his commands are given in Dutch. Officer Gonzalez and Blix became partners in February 2017. Blix was purchased with community donations from the same Riverside kennel as Senna and Hector, as well as retired K-9s Bongo and Dar.



## Officer Abe Medina and Senna

Officer Abe Medina is partnered with K-9 Senna, a 8-year-old female Belgian Malinois. She was born in the Netherlands and her commands are given in Dutch. Officer Medina and Senna became partners in May 2013. Senna started out a bit older than most new K-9s because she originally competed as a certified sporting dog. Senna is a dual purpose dog, meaning she is a police patrol K-9 who is also trained in the detection of narcotics.



## Officer Al Molien and Hector

Officer Al Molien and his K-9 Hector became a team in June 2012. Hector, a 7-year-old German Shepherd, was born Oct. 28, 2010 in Burbach, Germany. His commands are given in German. Hector's name comes from Greek mythology, where his namesake was a Trojan prince and the greatest fighter for Troy in the Trojan War.



# CENTRAL COUNTY SWAT TEAM

The Central County SWAT Team was formed in January of 2013. Originally, Central County SWAT was comprised of members from the San Ramon, Martinez, and Walnut Creek police departments. We welcomed officers from the Pleasant Hill Police Department to the team in December 2015 and the Bay Area Rapid Transit Police Department in June 2016.

The mission of the Central County SWAT Team is to safely resolve critical incidents. Law enforcement officers from each of these five agencies are specifically trained and equipped to work as a coordinated team to resolve critical incidents so hazardous, complex or unusual they exceed the capabilities of first responders or investigative units. Critical incidents include, but are not limited to, hostage taking, armed barricaded suspects, snipers, terrorist acts, and other high-risk incidents. The Central County SWAT Team may also be used to serve high risk search and arrest warrants where public and officer safety issues merit the use of such a highly trained unit.

The Central County SWAT Team is composed of three units, the Tactical Team, Crisis Negotiation Team and a Tactical Dispatch Team. The Tactical Team consists of an Entry and Sniper Teams. The role of the Entry Team includes: containment, emergency action, and deliberate action during a critical incident of planned event. The role of the Sniper Team is to provide observation, intelligence and precision marksmanship in tactical situations. The Crisis Negotiation Team is specifically trained in hostage negotiations, intelligence gathering, and conflict management. Negotiation is a tactic used, when appropriate, to resolve, or assist in resolving, a crisis situation. The Tactical Dispatch Team supports the team's command structure through accurate and timely documentation and by communicating vital information during critical incidents and high risk operations.

Central County SWAT Team members serve on the team as a collateral duty performed in addition to their regular assignments. Team members are on call 24 hours a day, 7 days a week. San Ramon Police Lieutenant Cary Goldberg is the Central County SWAT Team Commander.

## Best of the West

The 2017 Best in the West SWAT Competition was held May 11-12, 2017, and is hosted by the Santa Clara County Sheriff's Office. The competition showcased 24 teams competing in seven distinct events. Both days were filled with excellent shooting fundamentals, tactics, and teamwork. The event gave agencies from across the state the privilege and opportunity to network, learn, and enjoy friendly competition.

Six members of the Central County SWAT team participated in this grueling two day event. Our team members finished in 7th place overall in the competition. We finished in 1st place in the "Physical Challenge" event, 3rd place in the "Vehicle Assault" event, and 3rd in the "Two Man Combat" event.





# S W A T



# SCHOOL RESOURCE OFFICERS



Left, Corporal Marty Echelmeier and Officer Abbas Husain pose with students at California High School. Right, Officer Katie Williams chats with Dougherty Valley High School students.

The San Ramon Police Department has four School Resource Officers: Officer Katie Williams and Officer Abbas Husain are assigned to Dougherty Valley and California high schools respectively. Corporal Marty Echelmeier and Officer Michelle Goldberg are assigned to San Ramon's four middle schools, which include Windemere, Gale Ranch, Pine Valley and Iron Horse schools.

School Resource Officers take an interactive approach with students at their schools. They not only investigate crimes on campus, but also participate in a variety of activities including the following:

- Act as a liaison between school administration and the Police Department.
- Perform classroom presentations concerning law enforcement as a career, child safety, traffic safety, drug prevention and alcohol prevention.
- Patrol campuses and surrounding neighborhoods.
- Presents the Character Counts program at the middle school level.
- Assists in the coordination and presentation of the "Every 15 Minutes" program at the high school level.
- Coordinate and implement Secure Campus/Active Shooter drills.
- Work collaboratively with the Police Investigations Division and Juvenile County Probation Department.
- Coordinate, recruit and present the Youth Academy program and the Citizens' Police Academy program.
- Coordinate the Police Explorer program.
- Mentor youth who are interested in a law enforcement career.
- Provide police security at home football and basketball games, school dances and graduation ceremonies/celebrations.

The School Resource Officers maintain an open and honest relationship with students, which promote a positive image of law enforcement. These officers often prevent incidents from arising on campus due to their presence and relationships with the community. Working closely with the schools, the youth and their families, the San Ramon Police Department not only strives to keep our children safe, but is also educating and encouraging students to make positive choices in their current lives and for their futures.



# MY BEAT — MY SCHOOL

The San Ramon Police Department is proud of our “My Beat – My School” program. The program was started in 2007. It has been a great tool in making positive contacts and building relationships with our faculty, parents and students.

One of the Department’s goals was to become better acquainted with our citizens in and around the schools. We have been successful in creating some invaluable relationships and students feel more comfortable to approach and talk with our officers.

This successful program has an officer assigned to every elementary school in the city. Officers are expected to complete the following tasks:

- Act as a liaison with the school and take a sense of ownership with the assigned school.
- Be familiar with school staff, parents and students.
- Attend some school functions, such as PTA meetings.
- Spend a minimum of an hour a week on campus developing positive relationships with students.
- Patrol the school area during the morning and afternoon to address traffic and safety issues.

As San Ramon’s population grows, the number of students attending our schools will increase, and traffic will become even more of an issue. We work with our schools and the City’s Transportation Department to make the drop-off and pick-up of students safer for the students, parents and school staff. We encourage our officers to make their presence known during these times, when not assigned to other priorities.



Motor Officer Bobby Hartman (left) greets students near Walt Disney Elementary School, while Corporal Becky Chestnut (right) hands out high fives at Hidden Hills Elementary School.

# POLICE SERVICE TECHNICIANS

Police Service Technicians (or PSTs) are a vital part of the police department and are responsible for many day-to-day calls for service. Their responsibilities include, but are not limited to:

- Evidence collection
- Abandoned vehicle abatement
- City ordinance violations
- Parking complaints
- Traffic accident reports
- Patrolling city facilities
- Crowd and traffic control
- Department tours
- Police volunteer program coordination
- Bicycle rodeos at the elementary schools

Police Service Technicians write police reports dealing with most non-emergency calls, such as cold burglaries, vandalism, stolen vehicles and similar incidents. Additionally, PSTs are qualified to investigate and document traffic collisions.

The PST Unit has two full-time employees and in 2014 two part-time positions were added. The PSTs participate in a variety of community oriented police functions, such as attending neighborhood watch meetings, National Night Out and frequenting schools.

PSTs are also trained crime scene technicians allowing them to identify, collect and preserve evidence. They are able to collect fingerprints, shoe print impressions, DNA, photos and many other types of evidence. They share this knowledge during presentations at elementary schools and to civic groups.

Police Service Technicians also conduct child car seat inspections to ensure that the appropriate seat is used in the proper manner to keep children safe. The inspections are available by appointment only.

Police Service Technicians are a valuable asset to the department and respond to calls for service that may not require a sworn police officer. This allows sworn officers more time to direct their attention to proactive patrol and respond to urgent calls.

The PSTs often work hand in hand with the other divisions of the department. This allows for the highest level of service to be provided to the community.



# EXPLORERS

The San Ramon Police Explorer Program provides young men and women between the ages of 14 to 21 years old an opportunity to experience how a police department functions and to prepare for a challenging career in law enforcement. The program is part of the Boy Scouts of America education program.

Law Enforcement Exploring provides educational training programs for young adults on the purposes, mission and objectives of law enforcement. The program provides career orientation experiences, leadership opportunities and community service activities. The primary goals of the program are to help young adults choose a career path within law enforcement and to challenge them to become responsible citizens of their communities and the nation.

Explorers provide a valuable asset to the community by working at special events and performing any other duties required by the Police Department. In addition, Explorers are exposed to and learn correct information about the criminal justice system, which often is a topic of conversation among their peers.

Qualities instilled in Explorer members are high morals, an acceptable grade point average, good judgment and active community involvement. We are proud that several of our past Explorers have pursued a higher education and many have achieved law enforcement careers.



The Explorer program is coordinated by one advisor, Officer Katie Williams.

Explorer Advisor responsibilities include:

- Conduct monthly meetings
- Provide training at each meeting such as, building searches, vehicle stops, defensive tactics, officer safety, radio codes and operation, fingerprinting, firearms and written tests.
- Field training to include shooting range day, physical training, tour of Officer Memorial in Sacramento, paintball and ride-alongs.
- Coordinate the Explorers at special events and office assistance.
- Maintain log and files on all Explorers (past and present) for hours, attendance, equipment issue and Charter Post Renewal with Boy Scouts of America.



# CITIZEN'S ACADEMY

Twice a year, the San Ramon Police Department hosts our Citizens Police Academy. The Academy is 14 weeks packed with classroom demonstrations, guest speakers, scenario based exercises and hands-on experiences. The Academy provides an inside look at police work and how our department functions. By offering these classes to our residents, we hope to provide a better understanding of law enforcement's role in the community.

During the 14 weeks, participants will learn about a variety of topics, including criminal law, investigations, use of force issues, narcotics, K-9s, crime scene processing, DUI and traffic functions, dispatch, and equipment used by officers. The Academy will conduct field trips to the county jail, the shooting range, and the high speed driving course. Participants will experience first-hand the dynamic and complex nature of law enforcement. At the completion of the course, each participant is invited to bring their family for a dinner and a graduation ceremony commemorating the experience.

The San Ramon Police Department is highly committed to the community we serve and to proactive problem-solving. The community members who attend the Citizens Academy gain a better understanding of the operations of our department while our department learns the issues and concerns of our community. The Citizens Academy creates stronger police-community relations and we are proud to continue to provide this program to our residents.



# YOUTH ACADEMY



The Youth Academy is a two-week summer program offered by the San Ramon Police Department to young adults age 14 to 18. The program gives participants an exclusive look into law enforcement and is coordinated by the School Resource Officers.

Participants will meet different members of the police department and interact with them as they teach the inner workings of each division. Students will be encouraged to take an open and active part of each learning block that is offered to them.

The Youth Academy will strive to accomplish the following goals, but is not limited to:

- Have students understand and communicate with San Ramon Police employees.
- Develop a better understanding of law enforcement and the criminal justice system.
- Encourage students to share their academy experiences with their peers.
- Introduce the students to possible career opportunities in law enforcement and/or criminal justice.

Students will experience law enforcement subjects pertaining to Constitutional and legal guidelines, Patrol Operations, Juvenile Law, Use of Force, DUI Enforcement, Community Policing, Crime Scene Investigations, K-9 Patrol, Traffic Enforcement and Building Entry.

The Youth Academy offers students the opportunity to learn firsthand what society requires from them in order to mature into responsible, productive citizens. The Academy also offers students the knowledge and interaction with members of the Police Department in hopes of creating a lasting and productive partnership between the San Ramon Police Department and the City we serve. Some academy graduates have gone on to become Police Explorers or Volunteers within the department.



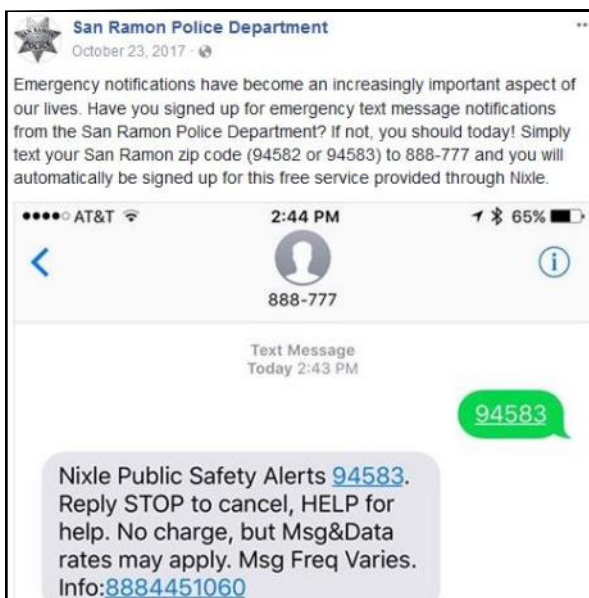
# EMERGENCY PREPAREDNESS

Throughout 2017, the San Ramon community saw the importance of emergency preparedness in our community as well as across the nation. Massive rainfall amounts, hurricanes, flooding, wildfires; we saw these up close, and from a distance. Although you may not be aware, the City of San Ramon suffered significant damages to roadways, bridges, hillsides, and drainage areas during the 2017 winter storms, which took place in January and February. The Federal Emergency Management Agency declared these storms as disasters in April of 2017. Since then, the City of San Ramon Office of Emergency Preparedness has received approval from FEMA for over \$700,000 in Federal funding for the reimbursement of cleanup cost and repair and restoration projects associated with the 2017 storms.



We saw what could happen in 2017 and the City of San Ramon continues to prepare for any type of critical incident or natural disaster that creates a significant impact residents and businesses. The Police Department uses an automated notification system, managed by Nixle, to improve communication among the public, city staff and with partner response organizations. The system allows the public to register for emergency notifications, via text message, by simply sending a text message. The public can register for these notifications by texting their San Ramon zip code (94582 or 94583) to 888-777.

Each and every year, the City of San Ramon works diligently with our partners in the Town of Danville, the San Ramon Valley Fire Protection District, the San Ramon Valley Unified School District, and the County of Contra Costa to ensure we are prepared for critical incidents and natural disasters which could, and will, impact us all. However, emergency preparedness is not a role for government alone. We encourage all citizens and businesses to learn more about how to prepare for an emergency. Ask yourself, would you be able to keep your household fed and hydrated if you had no assistance for an entire week? If not, you can find an abundance of helpful information on how to be prepared, including household preparation guides, at [www.bereadysrv.org](http://www.bereadysrv.org).



# FLEET SERVICES



**Fleet Manager O.J. Plotner and Fleet Technician Bani Kollo pose next to one of the department's new Chevy Tahoe's, which will on the street soon.**

The Police Department's fleet of approximately 77 vehicles includes Patrol cars, traffic safety vehicles (cars / motorcycles / radar trailers), Investigation cars, PST vehicles and Emergency Command units. Due to multiple work shifts and drivers, some of these vehicles may travel up to 700 miles per week.

The ultimate goal and responsibility of Fleet Services is to provide our officers with safe and reliable vehicles with which to respond to emergencies and perform law enforcement duties. Fleet Services ensures the vehicles are inspected, repaired and maintained according to a rigorous, preventive maintenance schedule designed around their severe duty use. Other responsibilities include the purchase and "up-fit" of the vehicles, license and titling, accident repairs, budgeting, special projects, driver assignments, used vehicle disposal and any other aspects of operating our emergency fleet.

Fleet Services Coordinator O.J. Plotner, with over 34 years of fleet logistics experience is now joined by Fleet Services Technician Bani Kollo. Bani comes to us with prior automotive and law enforcement experience and will be of great help with the many responsibilities of Fleet Services.

Moving forward, six new Chevrolet Tahoes have arrived and their upfitting for police duty is nearly completed. They will soon hit the streets as K-9 and Sergeant vehicles, wearing the special San Ramon Police livery that makes our cars stand out from all the others.



# IN THE COMMUNITY







## A Closer Look

Part 1 Crimes in San Ramon rose by 20% over 2016.

The table to the right reflects a 44% increase in Violent Crimes (murder, forcible rape, robbery, aggravated assault and battery) and a 19% increase in Property Crimes (burglary, larceny/theft, motor vehicle theft and arson) in 2017.



### Crime Rates per 1,000 Residents

	Violent	Property
Pleasanton (77,682)	1.30	21.64
San Ramon (79,000)	0.71	12.42
Walnut Creek (70,018)	1.50	32.75

To compute the crime rate, divide the number of crimes by the population of the city and multiply the result by 1,000. This gives you the number of crimes per 1,000 people.

## Uniform Crime Reporting

The UCR Program was developed in 1929 by the International Association of Chiefs of Police to meet the need for national crime statistics.

Part I Crime Totals	2013	2014	2015	2016	2017
<b>Murder</b>	0	0	0	0	0
<b>Forcible Rape</b>	0	3	4	9	8
<b>Robbery</b>	14	11	13	12	30
<b>Aggravated Assault</b>	13	9	10	18	18
<b>Burglary</b>	171	209	146	140	126
<b>Larceny/Theft</b>	486	463	654	616	768
<b>Motor Vehicle Theft</b>	105	77	95	67	80
<b>Arson</b>	9	2	9	2	7
<b>Total Offenses</b>	<b>798</b>	<b>774</b>	<b>931</b>	<b>864</b>	<b>1,037</b>

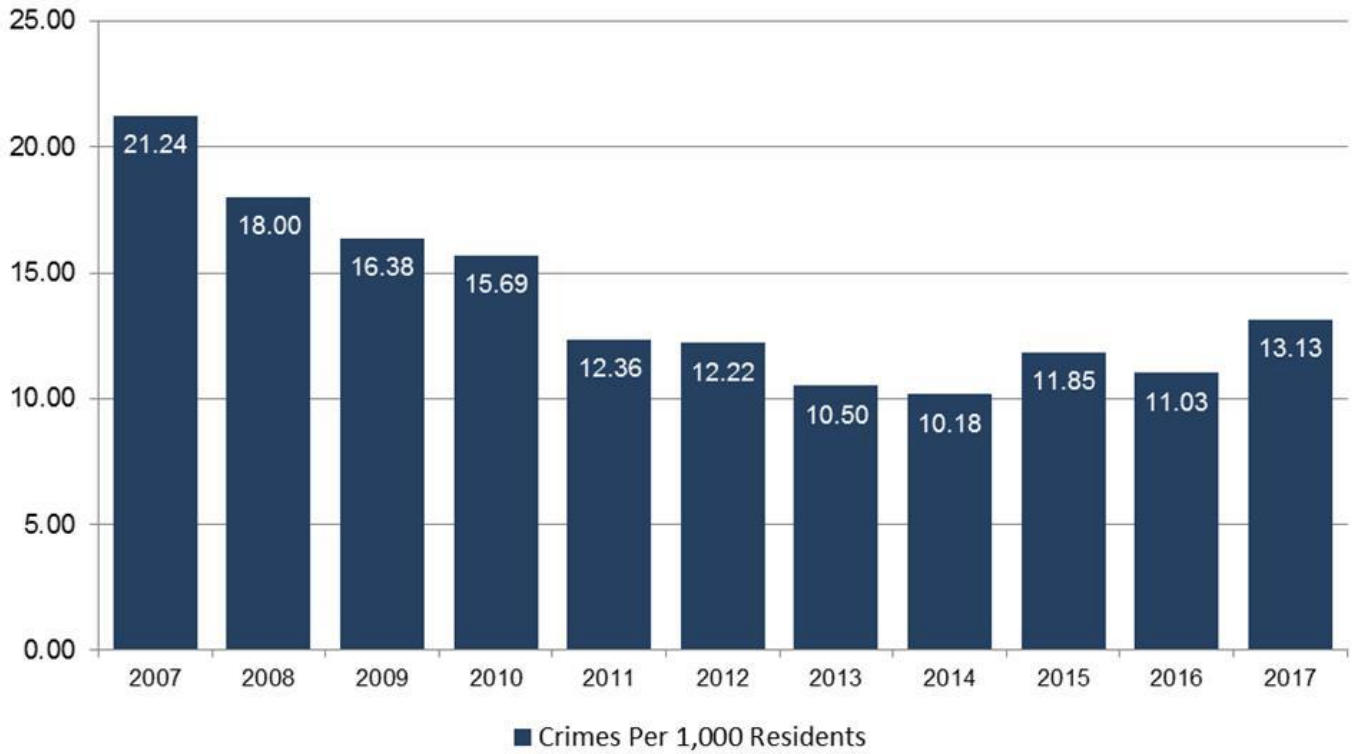
In 2017, property crime in the City, particularly theft-related offenses and robbery, increased. This rise is due to legislation enacted over the last several years, specifically Assembly Bill 109, Proposition 47 and Proposition 57. AB 109, passed in 2011 and transferred responsibility of certain felons from state prison to county jails resulting in fewer misdemeanor offenders being incarcerated due to overcrowding at the jails, which were now housing felons. Also, many felons are now being released to county probation rather than state parole and there's a lack of adequate resources to properly supervise these felons at the county level. Prop 47, passed in 2014, reclassified many felonies to misdemeanors, including burglary. It's now a misdemeanor to steal up to \$950 in property with no additional penalty for multiple offenses. Therefore, a criminal may steal up to \$950 as often as they want and, in some cases, face no more than a citation. Prop 57, passed in 2016, involved the early release of certain "non-violent" felons from state prison. The offenses deemed "non-violent" include crimes most citizens would find surprising: such as: domestic violence, human trafficking of a minor, some assault and battery charges, and the rape of an unconscious person, to name few. Additionally, incarcerated felons may receive unlimited early release credits so their sentence can be reduced by any amount at the Parole Board's discretion. These parole hearings are closed to the public and crime victims. In short, many criminals are being released into our communities, with few real consequences for committing criminal acts, particularly those related to theft.

While the City's crime rates are still low in comparison to surrounding communities, we are addressing these concerns with enhanced programs created to enlist assistance from the entire community. These programs are designed to enhance our various Crime Prevention efforts by increasing public awareness of the issue and working closely with our various community partners.

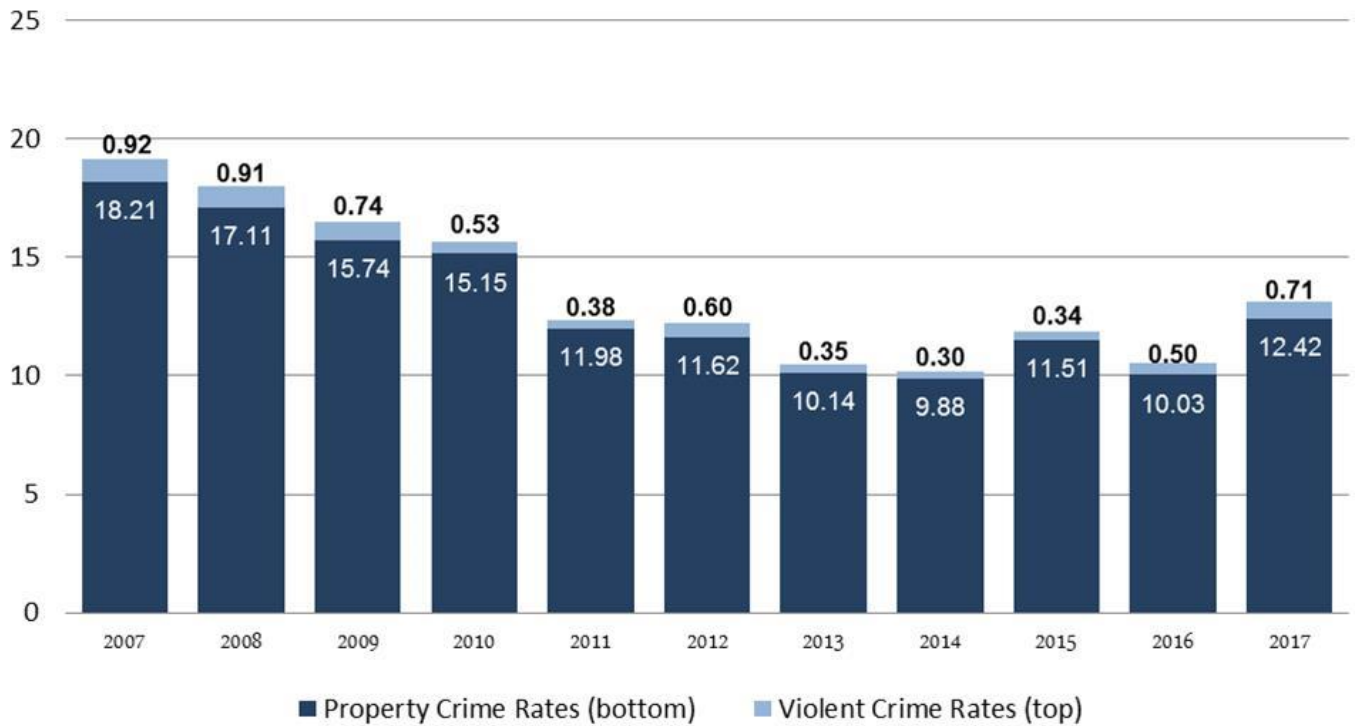
2017 Part 1 Crimes	Pleasanton	San Ramon	Walnut Creek
<b>Murder</b>	0	0	1
<b>Forcible Rape</b>	14	8	2
<b>Robbery</b>	53	30	40
<b>Aggravated Assault</b>	34	18	62
<b>Burglary</b>	140	126	240
<b>Larceny/Theft</b>	1,416	768	1,858
<b>Motor Vehicle Theft</b>	120	80	193
<b>Arson</b>	5	7	2
<b>Total Offenses</b>	<b>1,782</b>	<b>1,037</b>	<b>2,398</b>

# CRIME STATISTICS

## PART 1 CRIMES



## PROPERTY CRIMES vs. VIOLENT CRIMES (Crimes per 1,000 Residents)

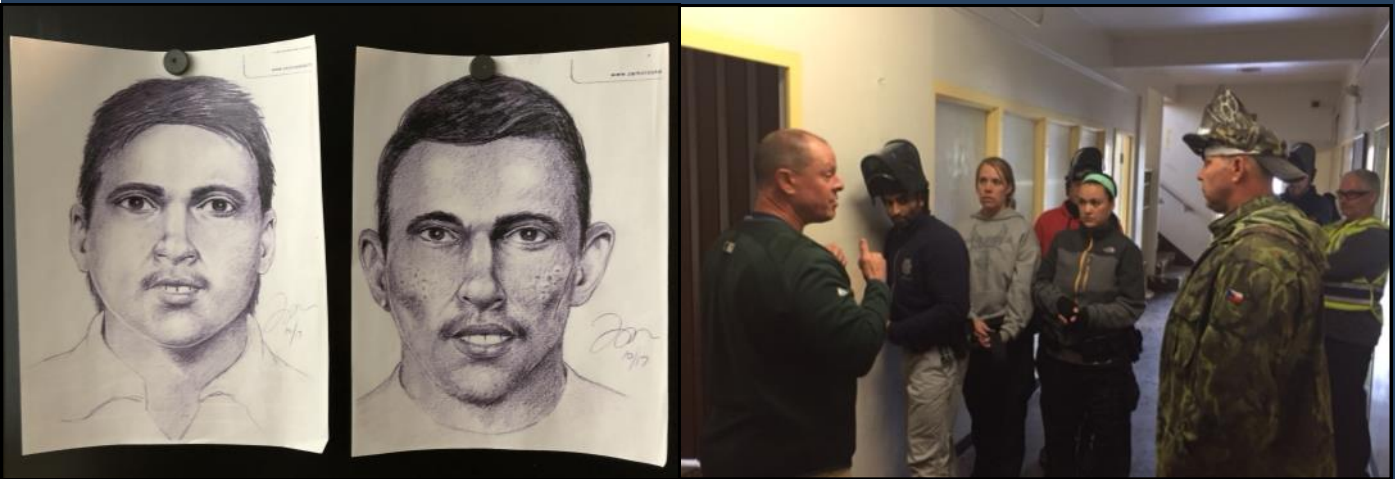


# SUPPORT SERVICES BUREAU



## OPERATIONS CAPTAIN CRAIG STEVENS

Captain Stevens oversees the Support Services Bureau of the Police Department which includes the Investigations, Professional Standards and Training, and the Records Divisions. Captain Stevens started his law enforcement career in 1992 and has served with the San Ramon Police Department since 2007. He has worked a variety of assignments during his career including working within the Patrol, Professional Standards and Investigations Divisions of the Police Department. Captain Stevens holds a POST Management Certificate, an Associate's Degree in Administration of Justice and a Bachelor's Degree in Criminal Justice Management. He is also a graduate of the FBI National Academy, Class 268.



The mission of the Support Services Bureau is to facilitate the operational support of the police department, foster the effective and efficient delivery of police services, and ensure that quality training and standards are maintained within the San Ramon Police Department.

The Support Services Bureau is comprised of several different functional areas including: Executive Support, Finance, Records, Evidence and Property, Personnel, Permits, Volunteers and Chaplains. They exercise financial accountability and locate new sources of funding to help fulfill the Department's mission. Members of the Administrative Division maintain all police reports and records; they keep the computers running and catalog and control all evidence in the San Ramon Police Department. Emergency Planning and Fleet Vehicles administration are two distinct areas of responsibility that complete the Administrative Division.

The Professional Standards Division provides the Department with the highest quality personnel, training, resources and standards to improve the delivery of police services. They train the Department's officers and support personnel. They monitor changes in laws and update the San Ramon Police Department Policies and Procedures to stay current with legal updates and best practices. Professional Standards conducts Internal Affairs investigations and reviews critical incidents involving department members.

# COMMAND STAFF — SUPPORT SERVICES



**LIEUTENANT CARY GOLDBERG**  
**INVESTIGATIONS/SUPPORT SERVICES**  
**DIVISION COMMANDER**

The Investigations/Support Services Division Commander oversees the Investigations Division, Crime Prevention, and Community Relations. The Investigations Division includes detectives who specialize in sexual assault investigations and computer forensics. The Crime Prevention Unit oversees programs such as Crime Free Multi-Housing, Crime Free Businesses and Neighborhood Watch.

The Community Relations programs consists of the Citizen's Academy, Explorer's Program, Citizen's View, Volunteers, Chaplains and the department's social media programs. In addition the members of Crime Prevention and Community Relations organize and assist with community fundraisers, such as Special Olympics, food drives, Toys for Tots, and other charitable events.



**LIEUTENANT TERENCE REEDER**  
**PROFESSIONAL STANDARDS DIVISION COMMANDER**

The Professional Standards Division is under the command of Lieutenant Reeder. The San Ramon Police Department is committed to providing the highest quality police services to those who live, work and visit in the City of San Ramon. We work in collaboration with the community and strive to maintain the utmost level of public safety with the goal of maintaining the quality of life expected within the City of San Ramon. We provide our service with a commitment to cultivating the public trust by respecting individual rights and striving to be fair, just and responsive to the needs and feelings of our community. This Division is responsible for investigating allegations of employee misconduct and compliance with Department policies and procedures.



**MARY DOHERTY**  
**RECORDS PROGRAM MANAGER**

The Records Manager is responsible for keeping the agency compliant with the laws and rules governed by the Department of Justice and the Federal Bureau of Investigation to include all audits and CJIS compliance. In addition to the 40-hour POST Records Course, the Records Manager must complete the 40-hour Post Records Supervisor Course, the 16-hour POST Public Records Act Course and complete a minimum of two years of satisfactory service as a records supervisor at a POST-participating agency to receive the Professional Records Supervisor Certificate.

# ADMINISTRATIVE SUPPORT SERVICES

The goal of the Administrative Support Services Division is to provide essential administrative support for the Command Staff, the department and the community. The division consists of a Financial Analyst, and an Administrative Specialist. The Administrative Support Services Division continually strives to provide quality customer service to the department and the public.

## Financial Support

The **Financial Analyst** monitors and tracks the Department's budget. She studies department overtime, determines budgetary impacts, manages purchasing requests and overall program costs and revenue.

To offset program costs, the Financial Analyst seeks local, state and federal grants for supplemental funding. The department continues to participate in the Bulletproof Vest Program, Office of Traffic Safety initiatives, and also receives funding from the state in support of our Youth Resource Officer Program through the Supplemental Law Enforcement Services Funds.

The Financial Analyst also works closely with department stakeholders to ensure all purchasing requests are met utilizing the department's resources and within the City's purchasing policy. In addition to managing the expenditures for the department, the Coordinator administers billing matters including restitution and services fees.

She's a liaison to other government agencies including the California Department of Justice, FBI and DMV. She is also the point of contact for other City departments.



Jenni Vasquez

## Executive Support

The **Administrative Specialist** works closely with the Financial Analyst and provides support to the Police Chief and the department's Command Staff. She is responsible for a variety of purchasing duties in addition to special projects and assignments within the department. She answers or forwards citizen inquiries, complaints and commendations to the appropriate division.

She administers the False Alarm Program and closely tracks service calls and alarm activity for businesses and residents to ensure compliance is being met.

The Administrative Specialist also oversees the office supply inventory and equipment maintenance, working with other departments and outside vendors.



Clauvette Hartway

# RECORDS DIVISION

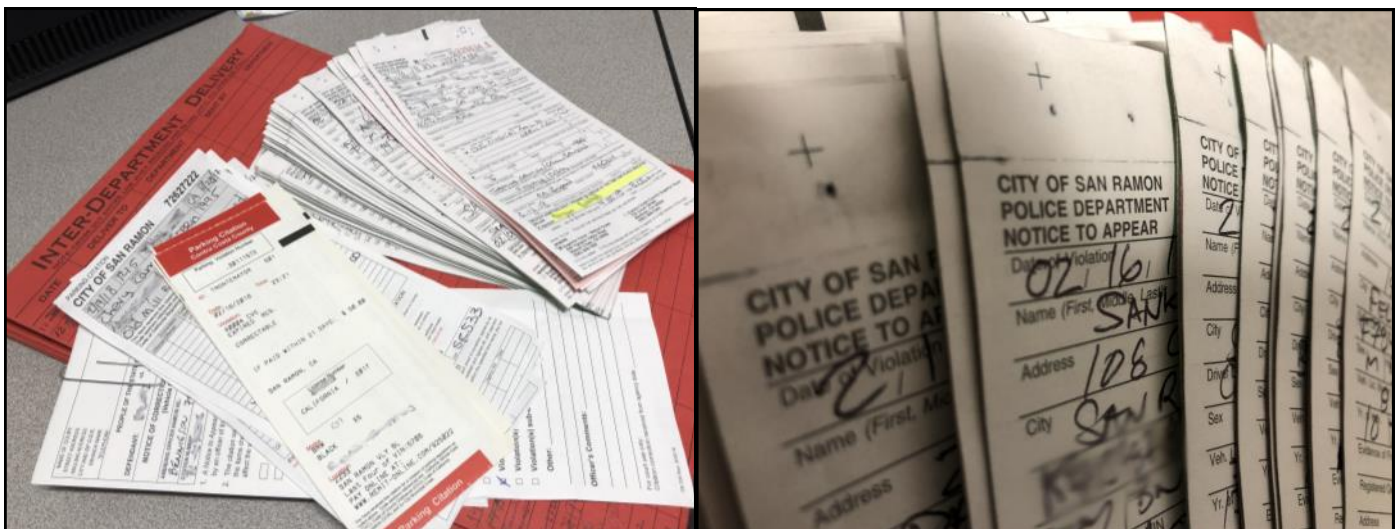
Under the Support Services Bureau, the Records Division is responsible for all aspects of document control within the department. The unit is supervised by a Records Manager whose key role is to maintain the integrity of the San Ramon Police Department's records.

The Records Division is staffed with one Records Coordinator, two Records Specialists and three full-time Police Records Technicians. Access to all records information is governed by local, state and federal laws. It is crucial to the unit that they remain up to date on all laws and rules governing the release of information. All full-time Records employees are required to complete a 40-hour POST Records Course where they are trained in the proper handling and release of sensitive criminal justice information.

As the repository for all reported crimes, suspected crimes, traffic accidents, arrests, injuries, fatalities and all other incidents or events maintained within local and state automated record-keeping systems, the division is responsible for controlling all documents within the department. The Records Division is responsible for the data entry of all incident reports, arrests, citations, traffic collisions, towed vehicles, and warrants. This includes the maintenance, dissemination and security of all documents to include processing, storing, scanning, retrieving and releasing documents to appropriate government and law enforcement agencies, and the public. All criminal, civil and federal subpoenas are processed through the Records Division. This includes all Subpoena Duces Tecums, Deposition Subpoenas and Informal Discovery Requests. The Records Division provides assistance and information to law enforcement five days a week from 7 a.m. to 5 p.m.

The Records Division is also responsible for processing arrest and bench warrants. Those duties include warrant entries, "hit confirmation" for officers and other agencies, checking the status of warrants, sending warrant abstracts to arresting agencies, managing "due diligence" documentation, purging expired warrants and updating local, state and national databases. This information is crucial to the investigative, arrest and judicial process.

Providing service and information to the public is a vital part of the Records Division. The Records Division is responsible for running the Police Department's front counter where the public can request information and assistance during business hours, which are Monday thru Friday from 8 a.m. to 5 p.m. During these hours the public can request reports, clearance letters, stored and repossessed vehicle releases, counter reports and fingerprinting services.



Members of the Records Division answer calls from the public, work with officers and enter reports and information into local, state and national databases. In 2017, Records Technicians completed data entry on more than 3,800 police reports and nearly 7,000 traffic citations.

# COMMUNITY RELATIONS & CRIME PREVENTION DIVISION

The Community Relations and Crime Prevention Division coordinates numerous programs at the San Ramon Police Department. The division is responsible for Crime Prevention, Neighborhood Watch, Crime Free Multi Housing, Crime Free Business, Permits and the VIPS Program (Volunteers in Police Services) to name a few. Our goal is to increase community engagement and crime prevention awareness by striving to provide the most comprehensive police services to our citizens. The Division accomplishes this through numerous events facilitated and participated by this team of experts. A perfect example is the many Neighborhood Watch and Home Owners Meetings presented by this group. National Night Out is also coordinated by this division. In 2017, we attended over 40 night out events in one evening with hundreds of our citizens in attendance.

The Crime Free Programs encompass a direct relationship with our apartment managers and business communities. The program is designed to help residents, owners and managers of rental properties and businesses keep drugs and other illegal activity off their property in order to maintain quality of life for the residents and patrons of those properties. The division holds regular trainings and meetings to keep the program current and active. This program has lowered calls for service in these areas by up to 70% since the program started.

The Community Relations and Crime Prevention Division also focuses on charitable activity throughout the year. The division is a huge supporter of the Special Olympics. We have a yearly Polar Plunge Team "SRPD FREEZE POLEEZE", Tip a Cop events and we participate in the Torch Run. The division holds special fundraisers to raise money for the Special Olympics like Pizza with the Police.

We also facilitate many "Stuff the Cruiser" events throughout the year to help the disadvantaged in Contra Costa County. These events help children fill backpacks with school supplies, provide food for our food banks and toys for the children in need at the holidays. When the tragic North Bay Fires broke out this year, this division held a "Stuff the Cruiser" event to collect donations for those who lost their homes. The community graciously donated so many items, it took an entire caravan to deliver the food and supplies to Santa Rosa.

Social media is a top priority as we manage all of the department's platforms through this division. Consistent postings on Facebook, Tweets on Twitter, pictures on Instagram and direct communication with the community on Nextdoor.com keeps our citizens aware of what is important and relevant in our city. This interaction gives the public more direct access to engage with the police department and is also a great source to keep them apprised of the many events they can attend and interact with the officers.

This division is also responsible for Solicitor, Bingo and Massage Business related permit management. The division is responsible for review, approval and issuance of these permits. In 2017, we reviewed over 98 permits throughout the year. We strive to keep these businesses operating legitimately and perform random inspections to ensure they do so. We are currently in the process of updating the current massage ordinance to streamline a concurrent process with the state.

It was a very busy year for the Community Resource and Crime Prevention Division. The division is looking forward to providing more opportunities for public outreach and working with the residents of San Ramon. Our goal remains to provide the utmost comprehensive police services to our citizens, all while helping them stay safe and not become a target of a crime.







**San Ramon Police Department**  
 December 14, 2017 · 🌐

Join us as we present our "12 Days of Holiday Safety". Each day until Christmas we will feature a safety tip to help keep our community safe during this busy holiday season. Happy Holidays!!

Holiday Safety Tip #3:  
 Hide it, Lock it, or Lose it! Never leave personal items, purchases, or other valuables in your vehicle in public view. Take your things with you if possible and lock your vehicles each time you leave them.



Spreading holiday cheer at Live Oak Preschool! 🎄 🎁 ❄️



**San Ramon Police Department**  
 October 9, 2017 · 🌐

Please click on the link below for the weekly arrest log.



**Weekly Arrest Log- 10-02/17 thru 10-08-17**

In our continual effort to keep the public informed on what is going on in San Ramon, we publish a weekly log of the arrests made by members of the San Ramon Police Department. A link to this arrest...

[SANRAMONPOLICE.COM](http://SANRAMONPOLICE.COM)

**San Ramon Police Department**  
 December 19, 2017 · 🌐

Flare Gun Shooting suspects are each being charged with (3) counts of Felony Arson of an Inhabited Dwelling, (2) counts of Felony Vandalism, and (2) counts of misdemeanor vandalism with no bail. Great job SRPD Detectives, Patrol Officers, and Citizens of San Ramon!

# PROFESSIONAL STANDARDS & TRAINING DIVISION



## Professional Standards

The San Ramon Police Department is committed to providing the highest quality police services to those who live, work and visit in the City of San Ramon. We work in collaboration with the community and strive to maintain the utmost level of public safety with the goal of maintaining the quality of life expected in San Ramon. We provide our service with a commitment to cultivating the public trust by respecting individual rights and striving to be fair, just and responsive to the needs and feelings of our community. The Professional Standards Division accomplishes this mission by:

**Training** - The Division provides and coordinates quality training in order to ensure the continuous improvement of employees. We ensure that the SRPD maintains compliance with state laws and accreditation standards.

**Policy Development and Maintenance** - The Division develops department wide policies to meet current best practices and legal guidelines, and trains department personnel on policy matters.

**Ensures fair and equal treatment of citizens and employees** - The Division is responsible for investigating allegations of employee misconduct and compliance with Department policies and procedures.

The Professional Standards Division is under the supervision of Lieutenant Terrence Reeder. The Division consists of two Sergeants, Hollis Tong and Steve Brinkley, as well as Training Coordinator Kelly Jansen.



**Training**  
**Sgt. Hollis Tong**



**Administrative Support**  
**Sgt. Steve Brinkley**

## Training

It is the policy of this department to administer a training program that will provide for the professional growth and continued development of our personnel. By doing so, the Department ensures that our personnel possess the knowledge and skills necessary to provide a professional level of service that meets the needs of San Ramon. The objectives of the Training Program are to:

- (a) Enhance the level of law enforcement service to the public.
- (b) Increase the technical expertise and overall effectiveness of our personnel.
- (c) Provide for continued professional development of department personnel.

Training of personnel includes in-house training, specialized outside training courses and Department sponsored Commission of Peace Officer Standards and Training (POST) certified training. The San Ramon Police Department's annual training exceeds POST accreditation standards and is compliant with police agency best practices and state and federal law.

The San Ramon Police Department has the following POST certified Instructors:

Active Shooter/Simunition	9 Instructors
Chemical Agent	2 Instructors
Defensive Tactics	11 Instructors
Driver Awareness	8 Instructors
Firearms	11 Instructors
First Aid/CPR	2 Instructors
Field Training Officers	8 Instructors
Less Lethal Weapons	2 Instructors
Racial Profiling	3 Instructors
Tactical Communications	2 Instructors
Conductive Energy Device	6 Instructors
Regional SWAT Team	10 Members
Crisis Negotiators (CNT)	3 Members

In 2017, the San Ramon Police Department provided approximately 13,756 hours of training, both in-house and outside the agency. This number does not include mandatory short daily training sessions required by each officer on department policies. These daily training bulletins (DTBs) are taken on the computer, through scenario based training with real world application. The training hour number above also does not include supervisor pre-shift training delivered at patrol and investigation briefings.

## Policy

The San Ramon Police Department Policy Manual is updated every six months, at a minimum, to remain current on law and best practices. During 2017, the Policy Manual was updated twice, and personnel were kept abreast of these modifications.

# INVESTIGATIONS

The mission of the Investigations Unit is to identify, target, arrest and successfully prosecute individuals involved in criminal activity as well as recover any stolen property. The Investigations Unit consists of two major components: felony investigations and misdemeanor complaints. Detectives investigate all felony crimes occurring in the City as well as cases beyond the resources of the Patrol Division.

The Investigations Unit is managed by a Lieutenant who oversees the Investigations and the Youth Services Unit. The unit is supervised

by a sergeant who is responsible for assigning cases and handling day-to-day operations. There are six detectives as well as a per diem employee who assists with case filings and cold case investigations.

INVESTIGATIONS	2015	2016	2017
Cases Assigned to Detectives	1,324	1,056	1,232
Felony Investigations	670	576	677
Misdemeanor Investigations	571	400	471
Missing Adult/Juvenile	83	80	84
Search Warrants	25	23	43
Parole/Probation Searches	12	8	8
Value of Recovered Property	\$752,294	\$713,171	\$691,366

Detectives establish and maintain liaisons with other law enforcement agencies, local courts, the District and City Attorney's Offices. The unit participates in all forms of investigative activities including: conducting surveillance, serving arrest warrants and search warrants, and probation and parole searches. Detectives are also responsible for monitoring and registering habitual offenders.

The detectives are carefully selected for Investigations based on experience, work ethic and the ability to conduct in-depth criminal investigations. Detectives investigate complex and demanding cases, which could take months, sometimes years to fully investigate. Our detectives have developed an advanced level of expertise by attending specialized training and by working complex cases with colleagues at the local, state and federal level. This experience is passed on from one detective to another, which allows the Investigations Unit to maintain a high level of expertise and efficiency.

Some notable cases in 2017 include:

- The San Ramon Police Department received a report that a juvenile in San Ramon was receiving inappropriate communications from an adult male. A subsequent investigation by the San Ramon Police Department resulted in an arrest warrant being issued for the suspect. San Ramon Police detectives then posed as the juvenile victim and exchanged text messages with the suspect. The suspect drove to San Ramon Central Park in order to meet with the victim, where he was met by San Ramon Police detectives and arrested on the warrant.
- San Ramon Officers responded to numerous incidents of aerial flare gun rounds being discharged at residences and vehicles. During the ensuing investigation it was determined that seven individual residences were shot at by the suspects, as well as numerous vehicles. The residences and vehicles appear to have been randomly targeted, and not associated in any way. The vehicle that was used during the commission of the crimes was located and 12 gauge aerial flares were located within the vehicle. San Ramon Police Department Detectives arrested four local juveniles in connection with the flare gun shootings.
- A San Ramon Police Detective assigned to the DEA Task Force led a 5-month investigation into a local Physicians Assistant (PA) who was using his license to administer prescriptions for controlled substance in exchange for cash. The PA would meet "patients" at local coffee shops and restaurants and provide prescriptions without a legitimate medical need. The investigation revealed that the PA was prescribing to 125 illegitimate patients, and employed 5 "managers" to recruit additional illegitimate patients. The PA was grossing upwards of \$20k a month in unreported cash payment. In October 2017, the PA pled guilty in Federal Court and subsequently received a four-year prison term.

# PROPERTY & EVIDENCE UNIT

The Property and Evidence Unit receives, catalogs, safely stores and maintains the integrity of evidence, found items and property for safekeeping.

The Property and Evidence Coordinator follows a number of guidelines driven by statute and strives to be in compliance with California and national law enforcement best practices in the evidence/property function. Due to frequent changes in the law, policies and procedures are updated in the evidence manual at least once a year. It is the coordinator's responsibility to stay current on evolving trends and ensure the initial and ongoing training is provided for officers and civilian staff.

The Property and Evidence Coordinator is relied on by the agency to maintain security and control of the unit and is responsible for the storage, safekeeping, release and disposal of all property and evidence which comes under control of the San Ramon Police Department. The Coordinator must ensure evidence items are properly tracked and monitored for court exhibits, discovery and laboratory examination. She is also responsible for crime scene processing.

The Coordinator currently inventories over 16,000 pieces of evidence and property; and sends hundreds of items to be auctioned or properly disposed of each year. The unit has constant checks and balances including audits, inventories and random spot checks; which are performed throughout the year to assure all policies and best practices are being followed.

A primary assignment for the coordinator is to accept, log, classify, store, dispense, destroy and release property and evidence. The position requires that the coordinator be able to work with minimum supervision and must have the ability to communicate orally and in writing. There is a requirement to be familiar with computer operations, with handling of firearms, and being involved in cases which may contain highly sensitive material.

The support and encouragement the coordinator receives from administration to be involved with many organizations which promote the training in all aspects of an evidence and property unit allows her to better manage and facilitate an effectively operating evidence unit.



Each year, hundreds of items taken as evidence, for safekeeping or found property filter through the Property and Evidence Unit. Officers book everything from firearms and ammunition to knives, narcotics, purses, wallets, car parts and tools.

## Highlights

In 2017, there were 184 cases assigned to the YRO:

- 15 felonies committed by juveniles (down 16% over 2016)
- 52 misdemeanors by juveniles (up 26% over 2016)
- 67 reported runaway juveniles
- Out of the 184 cases, 67 were criminal
- 7 juvenile cases were referred to the District Attorney's office.
- 17 juveniles were referred to the Juvenile Diversion Program
- 28 juveniles were referred to the Juvenile Probation Department.

Juvenile cases can be further broken down by the following crime categories:

Assault-Deadly Weapon .. 1  
Robbery..... 1  
Stolen Vehicle ..... 3  
Commercial Burglary..... 1  
Marijuana/Tobacco ..... 24



Youth Resource Officer  
Jacob Benjamson

## Youth Resource Officer

The Youth Resource Officer (YRO) is the department's representative to the San Ramon Community and Youth Resource Program (CYRP) and is responsible for the Diversion Program. The CYRP is a collaboration of community partners committed to implementing prevention and intervention strategies for San Ramon youth and their families. This collaboration includes the police department, Parks and Community Services, the San Ramon Valley Unified School District and California State Youth Employment and Development. Essential partnerships with concerned residents, parents, community groups and commercial leaders are also integral to the network.

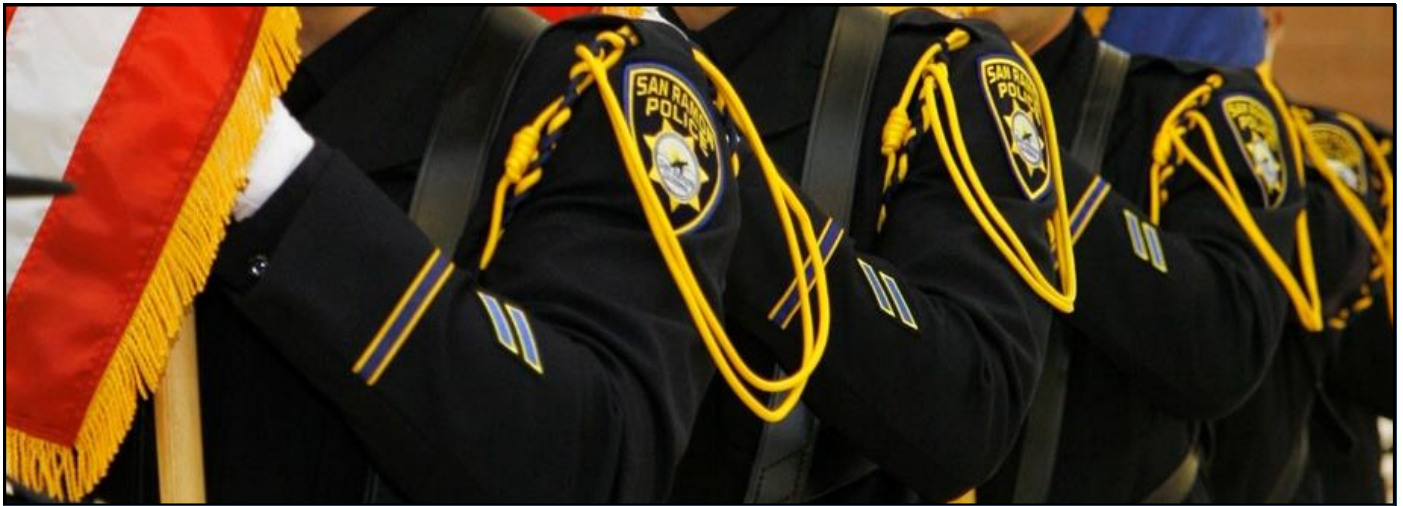
The Diversion Program serves as an alternative to filing a criminal complaint or referral to Juvenile Probation Department for first-time juvenile offenders and can also be offered for traffic-related offenses at the direction of the Municipal Court Magistrate. The program serves as an early intervention for at-risk youth, runaways and those in need of structured guidance. Early intervention, a multi-disciplinary team approach and targeted enforcement are important features of the Youth Resource Program. The goal of the YRO is to interrupt the escalating cycle of at-risk behavior by focusing on productive alternatives and creating opportunities for positive involvement in the community.

Additional responsibilities of the Youth Resource Officer include:

- Investigate referred cases involving juvenile offenders.
- Write/serve warrants and court orders.
- Presents cases to the DA, County Counsel, Children & Family Services and Juvenile Probation.
- Investigate reports of Missing/Runaway juveniles and coordinate the investigation between involved jurisdictions and various government agencies.
- Organize/conduct operations related to tobacco and alcoholic beverage sales to juveniles/minors.

Community outreach to include:

- Presentations to community groups on crimes against children and proactive protection strategies.
- Consultations with parents and/or community members to share resources to help at-risk juveniles.
- Participate in the Student Attendance Review Board (SARB).
- Provide Department training related to juvenile crime.
- Maintain juvenile crime/arrest statistics.
- Attend city-related youth events.



## MEMBERS OF THE 2017 HONOR GUARD:

LIEUTENANT CARY GOLDBERG  
CORPORAL MARTY ECHELMEIER  
OFFICER CHRIS BRUCE  
OFFICER RACHEL ECHELMEIER

LIEUTENANT TODD SANTIAGO  
CORPORAL ROB RANSOM  
OFFICER JON DANIELSON  
OFFICER RICK GONZALEZ

OFFICER DAVE WILLIAMS

The San Ramon Police Department's Honor Guard began in 2007. The Honor Guard functions as ambassadors for the Police Department and the City of San Ramon. The Honor Guard presents the colors of our Nation, State, City and Department at many events within the City. The Honor Guard currently has nine members. The team consists of volunteers who adjust their schedules to serve on this team. Honor Guard members are screened for their personal appearance, motivation, conduct and show an aptitude for ceremonial duty. Only those officers which exhibit these traits are selected.



Members of original Honor Guard present colors at the San Ramon Police Department's Swearing-in Ceremony on June 30, 2007.

# CHAPLAINS

Recently, the San Ramon Valley Fire District and Police Department's chaplains formed one team. Many times officers are on scene with the fire department and are already working together, so having one team of chaplains to call on makes sense. Several of the chaplains already served both agencies and Nick Vleisides was also the lead chaplain for both agencies.

Currently, we have a team of 10 chaplains who are on call 24 hours a day, seven days a week. Two chaplains are on call each day as the primary and secondary call out chaplain. Officers and/or firefighters discern whether a chaplain would be helpful on scene where a sudden and/or tragic death has taken place. As you might imagine, people experiencing a tragic death are in great need of attention. Even though first responders do a fantastic job dealing with the emotions of those they encounter, they are often relieved to have a chaplain interface with the public so they can continue their duties.

Officers and firefighters explain to people that a chaplain is much more than a spiritual resource in a time of need but is a critical resource when it comes to helping them get through the first few hours of "what to do" after a tragic event. Often, chaplains follow up and help direct people to needed resources. Our chaplains are also available to officers and civilian staff as a helpful resource, be it friendship, counsel, prayer, performing weddings or presiding at memorials. Chaplains are also available to all personnel.

The duties of the Police Chaplain may include, but are not limited to:

- Offer training to officers in areas of critical incident stress management and dealing with the public during traumatic events.
- Accompanying a police officer to assist with death notifications.
- Working with police officers to assist in any kind of crisis situation where the presence of a trained chaplain might help.
- Visiting with sick or injured members of the department.
- Offering prayers at special occasions such as recruit graduations, award ceremonies and dedications of buildings, etc. Serving on review boards and/or other committees.
- Assisting the Police Department in the performance of appropriate ceremonial functions.
- Providing practical assistance to victims.
- Assisting at suicide incidents.
- Assisting with specialized teams (Crisis Response, Critical Incident Stress Management, Peer Support, Hostage Negotiation, SWAT, etc.) given the appropriate, specialized training.



The newly formed San Ramon Valley Fire and Police Department Chaplain team.

Pictured from left to right:

Jeremy Mann, Dan Sturdivant, Gary Swenson, Jodi Aldredge, Lisa Sawires, Nick Vleisides, Omar Taovil, Greg Biekert and Tim Barley. (Not pictured: Chaplain Bill Hoffman)



# VOLUNTEERS

The San Ramon Police Department is so grateful for each one of our VIPS (Volunteers In Police Services). These volunteers graciously give of their time to assist our officers and staff in many ways. Our VIPS not only give back to the community they live in, but they also enable the department to provide excellent service to our citizens. In order to be accepted into the VIPS Program each volunteer must attend the 14 week Citizens Academy which helps the volunteers get to know our police department and allows them to be better equipped to assist the officers and our community.

Our VIPS are involved in a vast amount of activities and projects each year. Here are just a few examples of the things our volunteers accomplished this year:

- Assist the Records Department by answering the phones at the front counter, fingerprinting, and numerous other administrative tasks.
- Helping with special events, such as the Art & Wind Festival, the Run for Education, Bah Humbug Run, National Night Out, Bicycle Rodeos, K-9 Demonstrations, Toy and Food Drives, Graduation activities at our high schools, Coffee with the Cops, and Teen Driving Events.
- Coordinating tours of the San Ramon Police Department and presentations for local children's groups and other organizations.
- Vehicle deployment and fleet assistance.
- Assisting our Detectives, School Resource Officers, and Patrol Officers
- Collecting emergency contact information from local business owners which allows our officers to contact them any time there is an emergency at their business.
- Volunteers work closely with our Community Relations and Crime Prevention Division unit, assisting with everything from Citizens Academy and Youth Academy to our "If I Were A Thief" program.

In 2017, our VIPS worked more than 2200 hours. Patrick Melissare was selected as the San Ramon Police Department's 2017 Volunteer of the Year.



# SAN RAMON VALLEY 911 COMMUNICATIONS CENTER

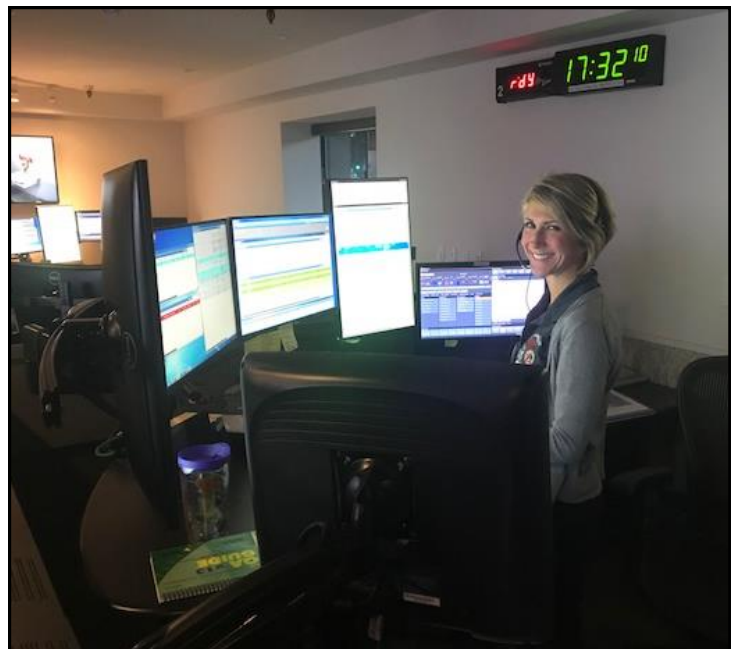
The San Ramon Police Department's 911 Communications Center processes all incoming emergency and non-emergency calls-for-service and dispatches Police, Fire and EMS.

The Communications Center has been an Accredited Center of Excellence since 1996 by the International Academy of Emergency Dispatch (IAED), and was the eighth center in the world to be awarded this highest distinction. In January 2017, the Communication Center was reaccredited by the IAED after an extensive evaluation to ensure all standards and performance measures are continuing to be met.

The Communications Center is equipped with the latest advances in emergency telecommunications technology. These systems include an Enhanced 9-1-1 System that allows the location and phone number of the calling party to be displayed on a computer screen which interfaces with a Computer-Aided Dispatch (CAD) workstation. Dispatch workstations are equipped with an extensive mapping system that provides the ability to plot the location of calls, view emergency personnel using an automated vehicle location utility and provide navigation capabilities.

The 9-1-1 Communications Center is staffed 24 hours per day and consists of nine Dispatchers, three Dispatch Supervisors and a Communications Director. All communications personnel are trained to the Peace Officers Standards and Training (POST) for Public Safety Dispatchers and adhere to all 9-1-1 State of CA Standards. In addition, Dispatchers have extensive training in emergency medical dispatching where life-saving pre-arrival instructions are immediately provided to callers.

The Communications Center is also equipped with Smart 911 technology. Citizens can register for Smart911 at [www.smart911.com](http://www.smart911.com) and create a Safety Profile for their household that includes any information they want 9-1-1 and response teams to have in the event of an emergency. When a citizen makes an emergency call, their Safety Profile is automatically displayed to the 9-1-1 call taker, allowing them to send the right response teams to the right location with the right information. Additionally, individuals can opt-in to receive notifications about emergencies or critical situations and receive alerts regarding necessary actions, such as evacuation and shelter-in-place.



Above, one of San Ramon Valley 911's newest dispatchers, Nikki Reid, monitors calls and dispatches police and fire to various incidents.

On the left, data from the CA 9-1-1 Emergency Communications Division shows that all 9-1-1 calls to the SRV 911 Communications Center are being answered within 10 seconds, 95 percent of the time.

	PSAP						
	Total Calls	Percent Answered Within 10 Secs	Percent Answered Within 15 Secs	Percent Answered Within 20 Secs	Percent Answered Within 40 Secs	Percent Answered Within 60 Secs	Percent Answered Within 120 Secs
January	1,204	95.02 %	99.17 %	99.75 %	100.00 %	100.00 %	100.00 %
February	1,300	94.77 %	99.38 %	100.00 %	100.00 %	100.00 %	100.00 %
March	1,336	94.61 %	99.48 %	99.93 %	100.00 %	100.00 %	100.00 %
April	1,335	96.48 %	99.70 %	99.93 %	100.00 %	100.00 %	100.00 %
May	1,447	95.65 %	99.24 %	99.59 %	99.93 %	100.00 %	100.00 %
June	1,423	95.71 %	99.30 %	99.65 %	100.00 %	100.00 %	100.00 %
July	1,600	95.13 %	99.25 %	99.69 %	100.00 %	100.00 %	100.00 %
August	1,585	94.70 %	99.31 %	99.68 %	100.00 %	100.00 %	100.00 %
September	1,290	95.58 %	99.22 %	99.77 %	100.00 %	100.00 %	100.00 %
October	1,535	94.14 %	99.02 %	99.87 %	100.00 %	100.00 %	100.00 %
November	1,372	96.06 %	99.64 %	99.85 %	100.00 %	100.00 %	100.00 %
December	1,518	95.26 %	99.08 %	99.74 %	100.00 %	100.00 %	100.00 %
<b>Total</b>	<b>16,945</b>	<b>95.24 %</b>	<b>99.31 %</b>	<b>99.78 %</b>	<b>99.99 %</b>	<b>100.00 %</b>	<b>100.00 %</b>

# Emergency Response

An “emergency response” is the use of lights and sirens to effectuate a rapid and timely response to life threatening situations.

# False Alarm Data

The City's False Alarm ordinance (Ord. 237 § 1, 1993) is designed to make alarm systems more effective and to reduce the number of police responses to false alarms.

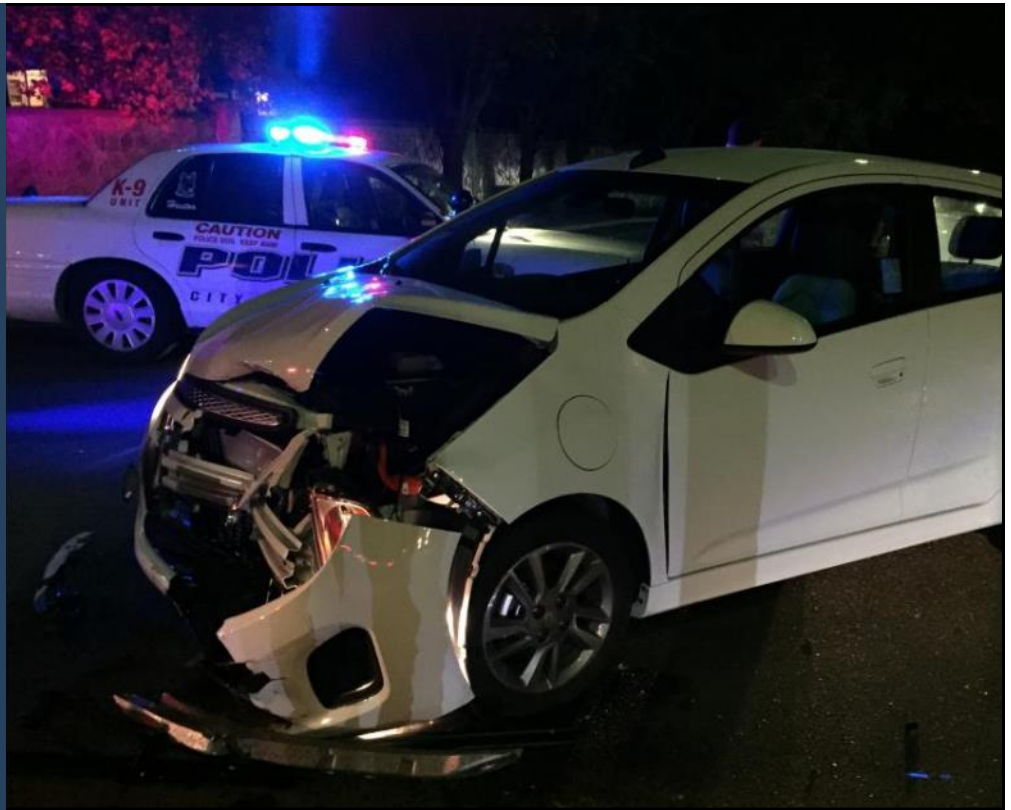
Prior Year	False Alarms
2017	3,260
2016	2,828
2015	2,374
2014	2,205
2013	2,063
2012	1,996
2011	1,757
2010	1,782
2009	1,922

**False Alarm Warning Letters Issued in 2017:**  
 Commercial Locations: 77  
 Residential Homes: 71

**Violation Fines Issued by the City in 2017: \$3,000**

**False Alarm/Fee Schedule**

3 in 90 days	\$75
4 in 90 days	\$225
5 in 90 days	\$300
More than 5 in 90 days	\$225 ea.



## Emergency Response

The use of emergency lights and sirens by officers is limited to certain situations. When there is the possibility of further injury or death to any person, officers are authorized to use their emergency lights and siren. When the immediate presence of an officer can prevent a dangerous situation from escalating, or while attempting to apprehend a fleeing felon or serious law violator, you may see the use of emergency equipment.

The Department maintains a goal of arriving within 5 minutes of any emergency call.

The time it takes an officer to arrive on scene, known as "response time," is always a concern of the San Ramon Police Department. The department understands the importance of a timely response and aggressively evaluates and re-evaluates staffing levels, call types and other factors affecting these times. As the city's population increases, more roadways and houses will be built. As the city grows, so does the obligation of the police department to provide timely services and the department is committed to maintaining superior service.

## False Alarms

In 2017, San Ramon Police received a total of 3,260 false alarm calls, which increased by 432 calls over last year. Of these calls, 712 were attributed to commercial businesses, 342 at schools and public facilities and 2,216 were residential false alarms. The false alarm data doesn't include 347 “cancelled calls,” which were cancelled by the subscriber before an officer arrived on scene.

# THE PINK PATCH PROJECT



## BLUE SUPPORTING PINK

In 2017, the San Ramon Police Department participated in the Pink Patch Project for the first time. The project promotes breast cancer awareness and raises funds for cancer research, treatment and education through the sale of commemorative pink patches.

San Ramon Records Coordinator Valerie Powell saw Newark Police Department's pink patch during a training class in early 2017 and decided to get San Ramon involved. Valerie helped design San Ramon's patch and officers were allowed to wear on their uniforms during October, which is National Breast Cancer Awareness Month. The 2017 San Ramon Police Department's Pink Patch was also on sale to the public for \$10 each. A limited number of 2017 patches are still available for purchase at the Police Department's Front Counter.

All funds raised from the sale of SRPD's 2017 Pink Patch will be donated to the Sandra J. Wing Healing Therapies Foundation, a local organization that provides cancer patients complementary healing services during their treatment period. So far, the department has raised more than \$2,800.

The Pink Patch Project is a collaborative effort between the Los Angeles County Police Chiefs Association and public agencies across the nation to raise awareness about breast cancer, the importance of early detection and treatment. The project raises funds for research, treatment and care for those who are battling or have battled cancer.



**#PINKPATCHPROJECT**

# DEPARTMENT ROSTER

Jason Barnes	Jacob Benjamson	Craig Bennigson	Josie Bigger
Blix	Mike Boehrer	Bill Brandt	Steve Brinkley
Chris Bruce	Kelli Bryson	Paul Burke	Denton Carlson
Becky Chestnut	John Cranford	Jon Danielson	Bill Doherty
Mary Doherty	Marty Echelmeier	Rachel Echelmeier	Chelsea Edwards
Kevin Ellis	Patrick Espiritu	Steve Fajardo	Seaton Fajeau
John Gardenier	Brian Gardner	Cary Goldberg	Michelle Goldberg
Rick Gonzalez	John Goyich	Mike Green	Mark Gunning
Jeff Hahn	Ray Hamilton	Robert Hartman	Clauvette Hartway
Hector	Abbas Husain	Kelly Jansen	Nathan Jones
Jeff Kim	Darlene Kittredge	Bani Kollo	Bob Labbe
Tom LaRocque	Garrett Larsen	Jim Mahoney	Matt Malone
Abe Medina	Pat Melissare	Al Molien	Jenn Montemayor
Troy Montemayor	Tyler Mosbacher	Eric Navarro	Jason Nunn
Mike O'Day	Leysy Pelayo	Jarred Pereira	Chio Phahn
Mike Pistello	OJ Plotner	Valerie Powell	Dan Pratt
Rob Ransom	TJ Reeder	Mike Richardson	Dave Roach
Marty Ryan	Todd Santiago	Theresa Sanchez	Mike Schneider
Matt Scully	Dave Schulz	Senna	Jessica Simonds
Marisol Soto	Robert Steaveson	Jon Stephens	Craig Stevens
Hollis Tong	Keith Testerman	Demetri Tyrovolas	Jenni Vasquez
Eric Van Scoy	Eric Webb	Dave Williams	Katie Williams
Tami Williams	Michael Wickman	Sophia Wrangham	

**THE MOST POWERFUL LEADERSHIP TOOL YOU HAVE IS YOUR OWN PERSONAL EXAMPLE.  
— COACH JOHN WOODEN**

# QUALITY ASSURANCE

## 2017 Annual Survey Results

### Purpose and Scope:

The program is designed to assure that the San Ramon Police Department is providing the highest quality of service to everyone we contact. It is accompanied by continual interaction to solicit feedback from the community we serve.

### Quality Assurance Program Results:

Of the 466 surveys collected, 59.4 percent (277) responded that they were very satisfied; 40.4 percent (188) responded they were satisfied and 0.2 percent, (1) responded they were unsatisfied.

## Gathering Results

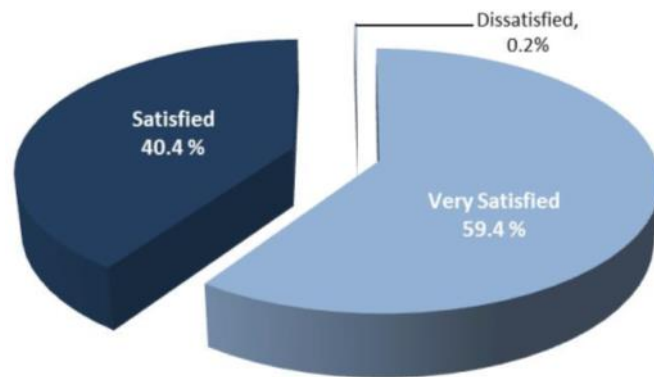
Supervisors within the San Ramon Police Department periodically initiated contact with citizens who had interactions with our employees. The contact was made by the supervisors no less than two times per month, per employee and was conducted on a random basis.

The contact serves the following purposes:

1. Allows supervisors to identify areas of improvement and specific topic or additional training.
2. Identifies employees who regularly provide exemplary service.
3. Establishes a benchmark/status report of the public's perception of the San Ramon Police Department.

Throughout 2017, San Ramon Police Department supervisors completed 466 quality assurance surveys with random citizens who interacted with the Police Department. The questionnaire allowed respondents to rate their experience with each officer as: very satisfied, satisfied or dissatisfied. Citizens were also asked if anything could be done to improve the service of department employees and whether they had any additional comments.

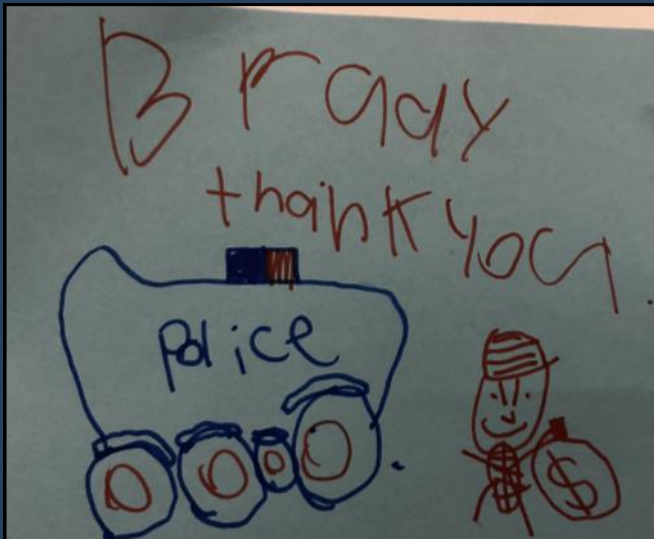
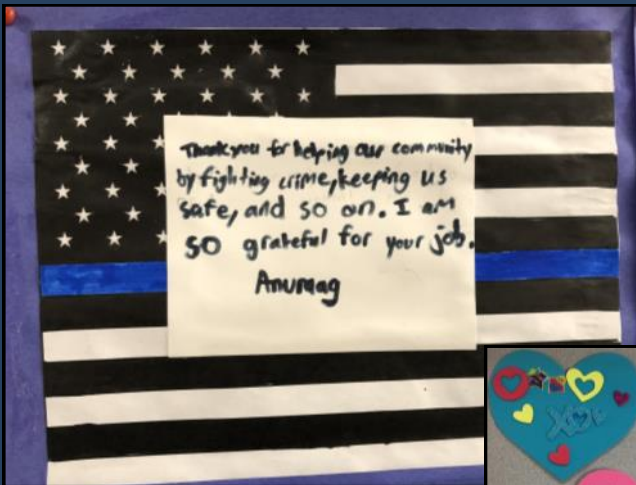
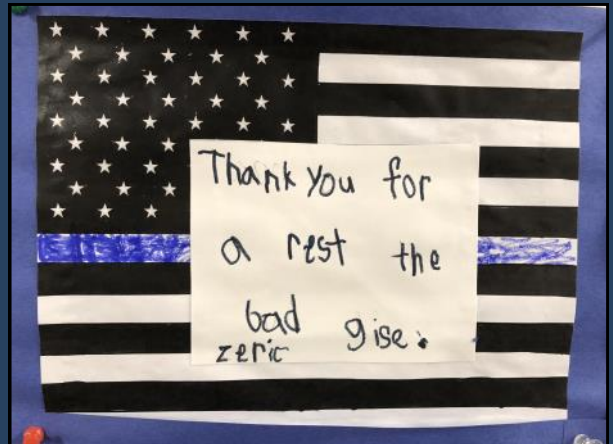
## 2017 QUALITY ASSURANCE SURVEY



## What the community had to say:

- “Cpl. Schneider had great communication with me, texting me every hour until he found my daughter. I think he went above and beyond.”
- “He was very helpful and patient. He was amazing. He made me feel better during a difficult time.” — victim of credit card fraud.
- “The officer was very kind and courteous.” — from a DUI arrestee.
- “I’m very thankful my car was located. Excellent job!”
- “Your Officers are the best I’ve ever dealt with. Thank you! - from a victim of petty theft.
- Officer Malone and all the officers that responded were great. They even called me the next day to make sure I was alright.” - victim of a residential burglary.

# NOTES & LETTERS OF APPRECIATION



# 2017 AWARDS



**SUPERVISOR OF THE YEAR**  
**Sgt. Hollis Tong**



**OFFICER OF THE YEAR**  
**Michael Richardson**



**EMPLOYEE OF THE YEAR**  
**Kelli Bryson**



**VOLUNTEER OF THE YEAR**  
**Pat Melissare**



# 2017 RETIREES



**Sergeant Pat Cerruti**

Sgt. Cerruti was sworn in as a Deputy Sheriff with the Contra Costa County Sheriff's Office in 1990. He worked a variety of assignments in Contra Costa County during his 27 year career. In 1994, he was assigned to the contract City of San Ramon for approximately four years. In 1998 he was assigned back to the Sheriff's Office. He returned to San Ramon in 2005 and remained here ever since. Cerruti was instrumental in starting both the SRPD and Central County SWAT Teams, and has also served as the Investigations Division and Traffic Division supervisor. He says that he couldn't imagine any other career choice and would do it all over again.



**Corporal Rich Persson**

Cpl. Rich Persson was sworn in as a Deputy Sheriff with the Contra Costa County Sheriff's Office in 1993. In 1997, he was assigned to the contract City of San Ramon, and has remained here ever since. In 2008, he was promoted to the rank of Corporal and finished his career as SRPD's senior Corporal. During his 23-year career, Persson had the opportunity to work a variety of special assignments and task forces. He says it was an amazing ride full of interesting, challenging, rewarding, and at times sad experiences. Although he will miss several aspects of being a police officer, what he will miss most is working "with the most amazing and wonderful sworn and non-sworn friends I call my second family."

# DEDICATION

The San Ramon Police Department would like to dedicate the 2017 Annual Report to the  
**City of San Ramon Community**



It is hard to believe we've passed the 10-year mark as a law enforcement agency. Since July 1, 2007, we have provided police services to the San Ramon Community while using our core values of Service, Responsiveness, Integrity, Safety, and Professionalism as our guide. With more than a little agency pride, we know we have provided police services as well or better than any other law enforcement agency in the area.

One factor consistently aids the members of the San Ramon Police Department as we move along on our path and that is the tremendous support of you, the members of the San Ramon Community. Your support, belief in what we do, and understanding of how we conduct our business, is something we never forget as an agency. From our fundraising efforts for those in need, to the kind words you send our way through social media, to a simple, but always appreciated, friendly hello at the local coffee shop, you have always been there for our agency.

We are very fortunate to serve and protect such a supportive community and we are well aware not every law enforcement agency benefits from this type of positivity. For that, we will always be grateful. The 2017 San Ramon Police Department Annual Report is dedicated to you, the members of the San Ramon Community.

Always in your service,  
The San Ramon Police Department



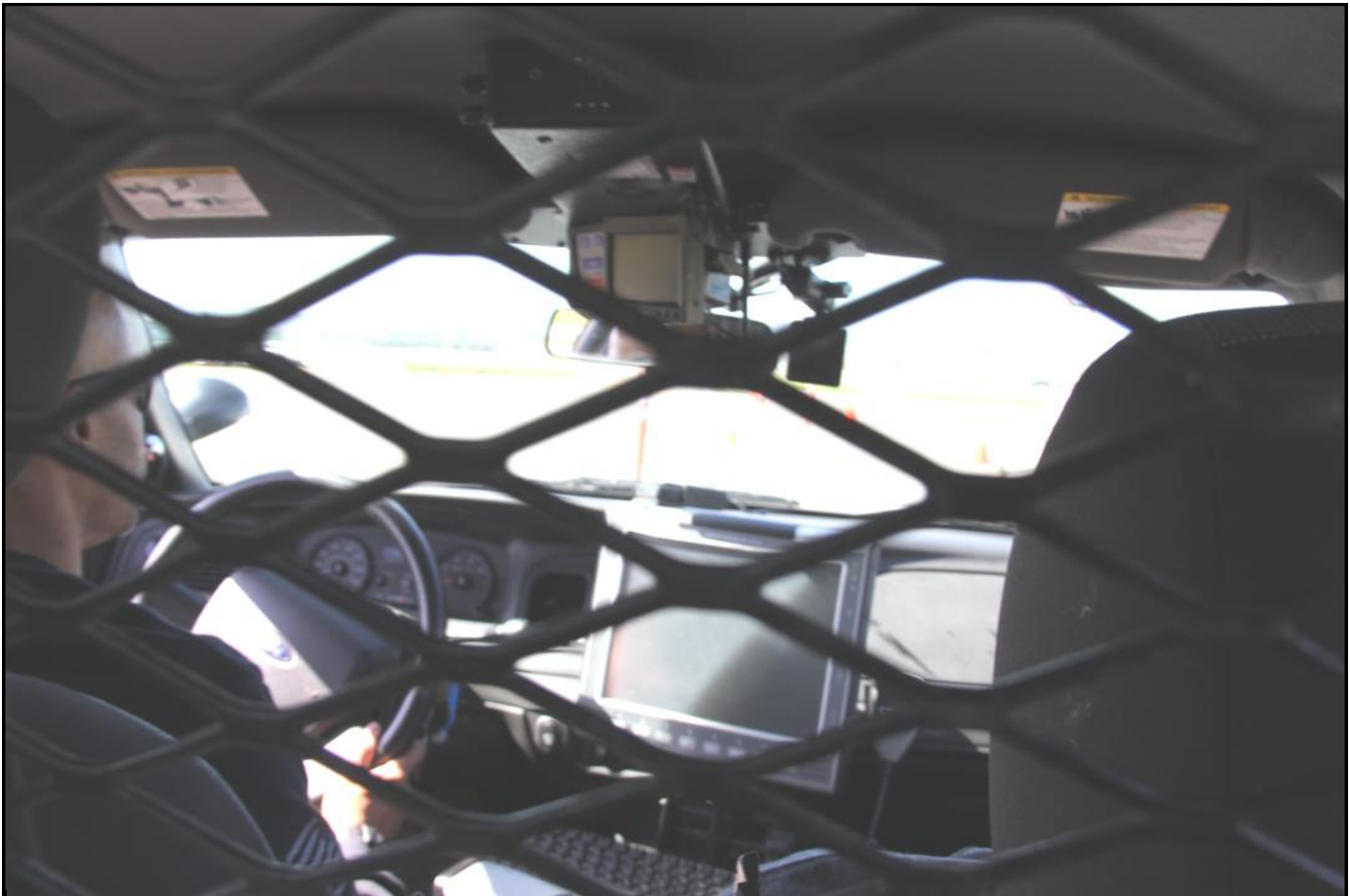


San Ramon Police Department added 2 new photos.

October 16, 2017

Due to the overwhelming response to our "Stuff the Cruiser" on Saturday, we have to **\*\*CANCEL\*\*** the Tuesday event. Logistically we can not take any more items. The only donations we can accept at this time are gift cards. You are welcome to bring any gift card donations to the PD lobby until 5pm on Tues, Oct. 17. Thank you for your generosity!!





## SAN RAMON POLICE DEPARTMENT

2401 Crow Canyon Road  
San Ramon, CA 94583  
Public Hours: Monday - Friday: 8 a.m. to 5 p.m.

Web site: [www.sanramon.ca.gov/police](http://www.sanramon.ca.gov/police)  
E-Mail: [police@sanramon.ca.gov](mailto:police@sanramon.ca.gov)  
(Non-Emergency)

### IMPORTANT PHONE NUMBERS

Emergency:	911
Non-Emergency Dispatch:	925.973.2779
Business Office:	925.973.2700
Police Records:	925.973.2770
Fax:	925.838.2925

San Ramon Police Department:  
[www.sanramon.ca.gov/police](http://www.sanramon.ca.gov/police)

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*The 2017 Annual Report was created in-house at the San Ramon Police Department.  
A very special thanks to all those who contributed to this publication.*