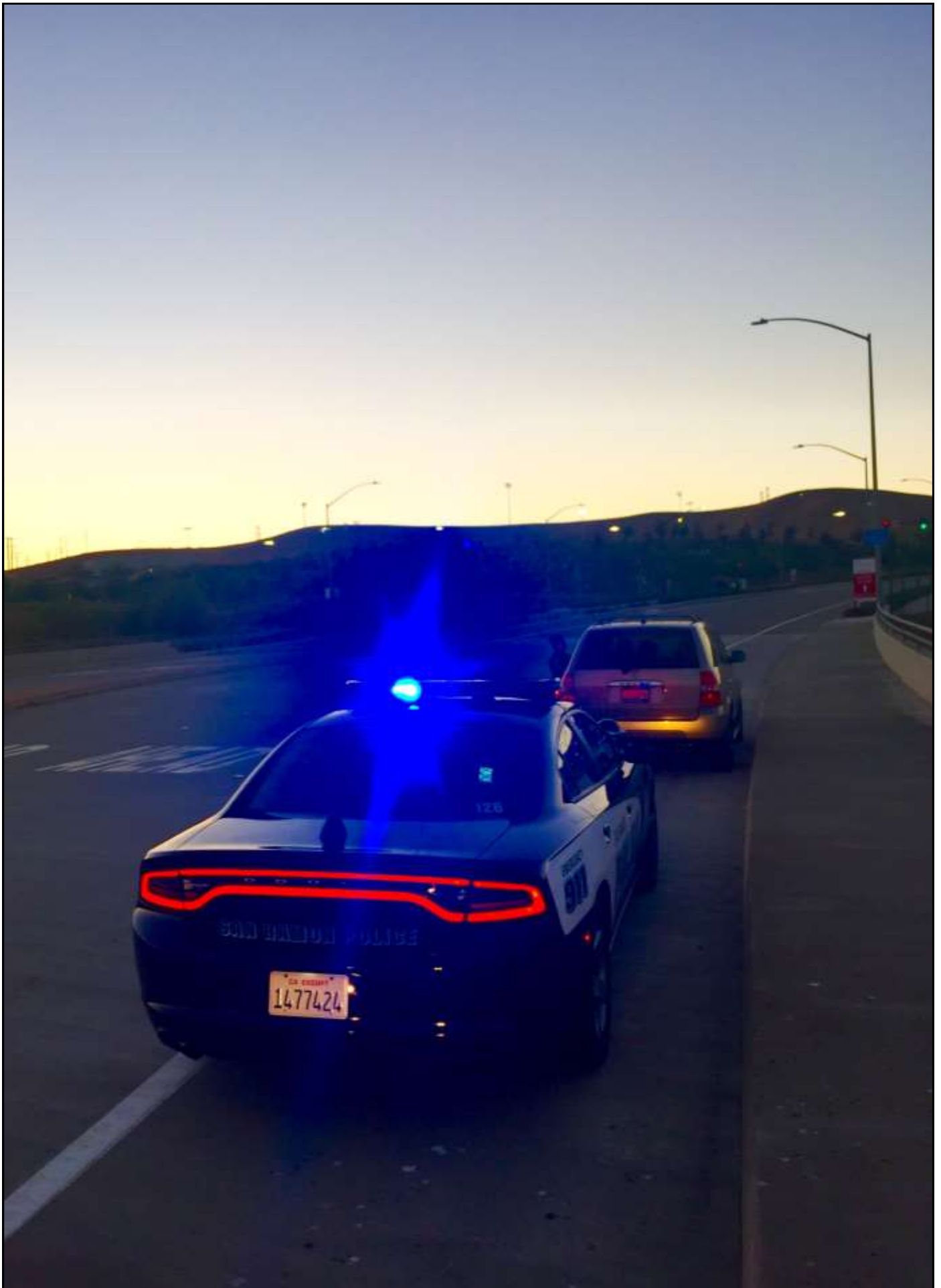


San Ramon Police Department



2016
ANNUAL
REPORT



San Ramon Police Department
Administration

CHIEF OF POLICE
JOE GORTON

Acting Chief
Dan Pratt

Captain
Craig Stevens

Lieutenant Mike Boehrer
Investigation Division Commander

Lieutenant Terrence Reeder
Professional Standards Division Commander

Lieutenant Todd Santiago
Administrative Services Division Commander

Lieutenant Denton Carlson
Community Relations/Crime Prevention Division Commander

Lieutenant Cary Goldberg
Patrol Division Commander (Weekday)

Lieutenant Tom LaRocque
Patrol Division Commander (Weekend)

City Government

Mayor Bill Clarkson

Vice Mayor Scott Perkins

Council member David E. Hudson

COUNCILMEMBER PHILIP G. O'LOANE

Council member Harry Sachs

Interim City Manager Joe Gorton

Message from the Chief



I am proud to present the San Ramon Police Department's Annual Report for 2016. Once again the City of San Ramon has been the recipient of numerous community awards including one of the best places to raise a family, the best place to live in Northern California per Money Magazine and, proudly, the safest community with a population of 50,000 or more in California. Our guests, residents and business community have become accustomed to the high quality of life and outstanding services the City of San Ramon offers.

I am happy to report we have been successful in reducing the rising property crime rate by almost 9%. I believe much of this effort can be attributed to our highly successful community outreach and crime prevention programs through the implementation of the police department's Community Relations and Crime Prevention division. It takes the whole community working together to create a safe and thriving atmosphere in which to live, work and play. At the same time the City experienced an uptick in violent crime at 39, up from 27. While this is still

a low number when compared to surrounding communities, it is always the primary focus of the Police Department. When evaluating the Part One Crimes as whole, the City continues to be one of the safest communities in California.

The San Ramon Police Department will continue to work collaboratively with our law enforcement partners in Danville, Dublin, Livermore and Pleasanton to share information and implement regional crime reduction strategies. There will be challenges in the coming year as we continue to experience fallout from Proposition 47, which reduced most drug and property crimes to misdemeanors and the consequences of the passage of Proposition 64, legalizing the use of marijuana. As the City grows, we will continue to focus our attention on traffic safety as well as collaboration with other community stakeholders such as our schools, service and faith-based organizations, and residents to ensure we all do our part to preserve a safe, robust and thriving city.

One of the highlights of the year was the launching of San Ramon Valley 911 Communications Center; a partnership with the San Ramon Valley Fire Protection District. After a thorough analysis, consolidating public safety dispatches was determined to significantly enhance service levels to our city through reduced response times, improved technology and better coordination. The 911 Center became a reality in June 2016 and within a couple months had already been credited with saving two lives due to the reduced response times and interagency cooperation between the Fire District and the Police Department.

As the city continues to grow we look forward to solving the challenges increased population and service requirements pose. This coming year I will be tackling these problems in a different capacity as the City Manager of San Ramon. It has been my honor to serve this community as the Chief of Police alongside the outstanding men and women of the San Ramon Police Department. I look forward to serving this community for many more years to come.

In your service,

A handwritten signature in black ink, appearing to read "Joe Gorton".

Joe Gorton ■ Chief of Police

"Far and away the best prize that life has to offer is the chance to work hard at work worth doing"
Theodore Roosevelt

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.



Cpl. Mike Pistello and Volunteer Mary Shaver hang out with a group of kids during National Night Out.

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 outstanding 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 **Citizens' 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.

Table of Contents

I	Message from the Chief	23	Police Service Technicians
II	Mission, Vision and Value Statements	25	Citizen's Academy
III	The Community	29	Crime Statistics
01	Department Overview	31	Administrative Bureau
02	Budget Breakdown	33	Support Services
03	Department Staffing	35	Professional Standards/Training
04	Organization Chart	37	Community Relations/Crime Prevention
05	Operations Bureau	39	San Ramon Valley 911 Communications
07	Patrol Division	42	Fleet Services
11	Traffic Division	43	Chaplains
13	Investigations	46	Department Roster
15	K-9 Unit	47	Quality Assurance Program
17	SWAT Team	48	Letters of Appreciation
19	School Resource	49	Exceptional Performance Awards
21	Youth Resource Officer	51	Dedication of Annual Report



Department Overview

The San Ramon Police Department employs 66 sworn officers who serve a community of more than 78,350 residents spanning an area of over 18.5 square miles. In addition, the Department employs 17 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 Administrative Bureau consisting of the Community Relations and Crime Prevention Division, Professional Standards & Training Division, Records Division and Support Services 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.**

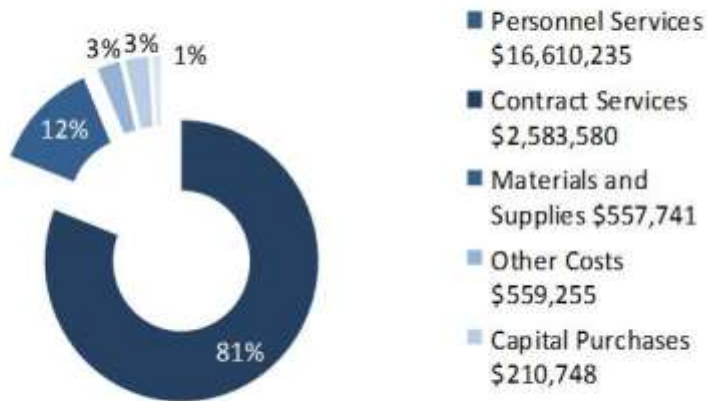


Captain Dan Pratt, Corporal Becky Chestnut, Corporal Mike Pistello, Sergeant Tami Williams, Officer Mike Wickman, Corporal Marty Echelmeier, Sergeant Paul Burke and Chief Joe Gorton (from left to right).

Expenditure Summary by Category

	FY 15/16	FY 16/17
Personnel Services	\$15,435,962	\$16,610,235
Contract Services	\$2,453,690	\$2,583,580
Materials and Supplies	\$478,941	\$557,741
Other Costs	\$564,686	\$559,255
Capital Purchases	\$268,748	\$210,748
Total Expenditures	\$19,202,027	\$20,521,559

Budget Breakdown



2016-2017 Budget

The Police Department operates on 28.5% of the City's \$45.8 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

City	Population	Police Budget	Cost Per Resident
THE CITY OF PLEASANTON	74,982	\$27,993,082	\$373

City	Population	Police Budget	Cost Per Resident
CITY OF WALNUT CREEK	68,910	\$25,265,410	\$366

City	Population	Police Budget	Cost Per Resident
SAN RAMON	78,363	\$20,521,559	\$262

Program Summary

Description	Program Expenditures	Program Revenue	Net Program Cost
Administration	\$6,079,229	\$143,750	\$5,935,479
Animal Control	\$436,800		\$436,800
Crossing Guards	\$109,205		\$109,205
Crime Prevention	\$674,857		\$674,857
Emergency Preparedness	\$307,207		\$307,207
Investigations	\$2,224,812		\$2,224,812
Patrol	\$8,302,953	\$416,500	\$7,886,453
Traffic Safety	\$1,149,386		\$1,149,386
Volunteer Services	\$5,605		\$5,605
Youth Services	\$1,087,395	\$101,000	\$986,395
Fleet	\$144,110		\$144,110
Total Expenditures	\$20,521,559	\$661,250	\$19,860,309

OFFICE OF THE CHIEF — CHIEF JOE GORTON

Acting Police Chief — Dan Pratt

Captain — Craig Stevens

OPERATIONS BUREAU

Lieutenant Mike Boehrer — Investigations Division Commander

Lieutenant Cary Goldberg — Patrol Division Commander (Weekday)

Lieutenant Tom LaRocque — Patrol Division Commander (Weekend)

Patrol Division

Sergeants — 5

Corporals — 5

Patrol Officers — 24

K-9 Officers — 3

Police Services Technician-Civilian — 4

Traffic Division

Sergeant — 1

Corporal — 1

Motor Officers — 3

Investigations Division

Sergeant — 1

Corporals — 1

Detectives — 5

Special Assignment - DEA — 1

Property and Evidence Coordinator-Civilian — 1

Youth Services Division

Sergeant — 1

School Resource Corporal — 1

School Resource Officers — 3

Youth Resource Officer — 1

Explorers — 7

ADMINISTRATIVE BUREAU

Lieutenant Todd Santiago — Administrative Services Division Commander

Lieutenant Denton Carlson — Community Relations and Crime Prevention Division Commander

Lieutenant Terrence Reeder — Professional Standards Division Commander

Finance Analyst-Civilian — 1

Administrative Specialist-Civilian — 1

Records Division

Records Supervisor-Civilian — 1

Records Coordinator-Civilian — 1

Records Technicians-Civilian — 5

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 — 1

Training Coordinator — 1

Fleet Coordinator — 1

Volunteers / Chaplains — 47

Operations Bureau



The mission of the Operations Bureau is to ensure the safety and security of those who live, work, and visit the City of San Ramon. This mission is accomplished by 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 and Investigations Division. Specialized units within these divisions include the K-9 Unit, SWAT, Honor Guard and the Youth Services Unit.

These three divisions make up the largest portion of the police department with a total of 58 sworn and 5 non-sworn employees. There are 8 Sergeants assigned to the Bureau as division and team supervisors. In the following pages you will see more detailed information about each of the Divisions and Specialized Units which comprise the Operations Bureau.

Command Staff—Operations



Lieutenant Mike Bohrer
Investigations Division Commander

The Investigations Division Commander oversees the Investigations, Youth Services, and Property and Evidence divisions. The Investigations Division is comprised of six investigators and is supervised by a sergeant. The unit includes detectives who specialize in sexual assault investigations and computer forensics. The Youth Services Division is comprised of a Youth Resource Officer and four School Resource Officers who serve the community's high schools and middle schools. The Division is supervised by a sergeant and include the "My Beat, My School," program as well as the Citizen's Academy and the Youth Academy.



Lieutenant Cary Goldberg
Patrol Division Commander (Weekday)

The weekday Patrol Division is under the command of Lieutenant Cary Goldberg. He is responsible for the day to day operations Monday-Thursday. He oversees three patrol teams, the Traffic Division and the Police Service Technicians. These teams consist of four Sergeants, four Corporals and 16 officers.



Lieutenant Tom LaRocque
Patrol Division Commander (Weekend)

The weekend Patrol Division is under the command of Lieutenant Tom LaRocque who is in charge of the day to day operations on Friday, Saturday and Sunday. The major components that make up his area of command are the uniformed Patrol Division that works the weekends, K-9 Units, the Mutual Aid Mobile Field Force (MAMFF) and Special Event operations. The weekend shifts consists of three Patrol teams, two Sergeants, two Corporals and 12 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.

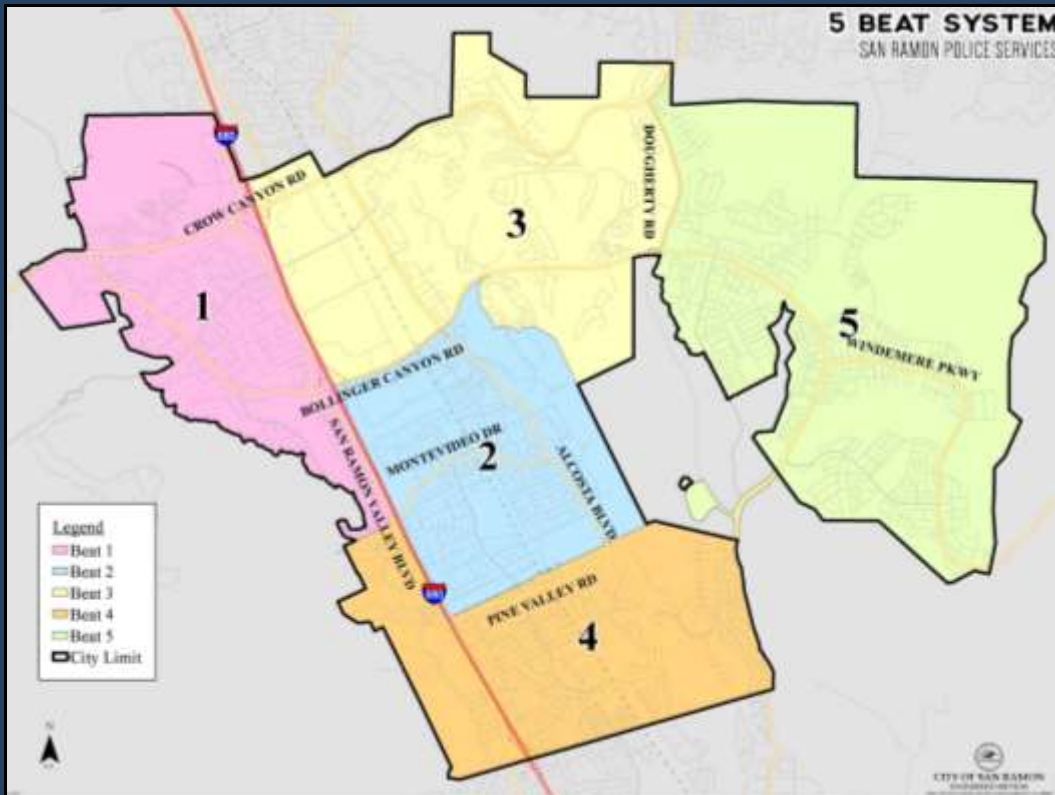
The City is currently divided into five separate geographical areas known as beats. An individual officer is assigned to each beat and is responsible for providing police service to that area. Officers are generally assigned to a specific beat on a daily basis to allow them to become very familiar with 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. Officers provide a safe environment in and around school and have the ability to focus on any problems or issues that may arise on campus. Since the beginning of our Police Department, children and schools have been one of our primary priorities. That philosophy will continue and even increase as we move forward.

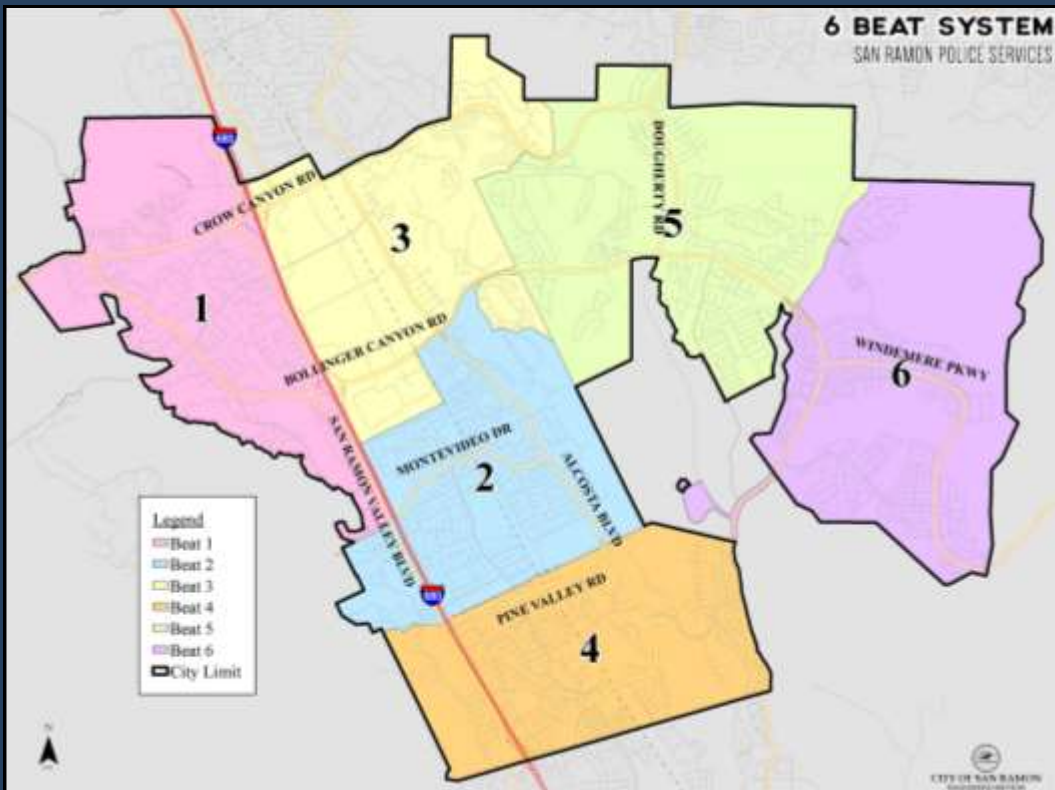
The Patrol Division currently has three Police K-9 service dogs. These service dogs frequently train with their handlers and provide a number of critical police services. These include, tracking of both suspects and missing persons, article searches, searching (sniffing) for illegal substances, building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

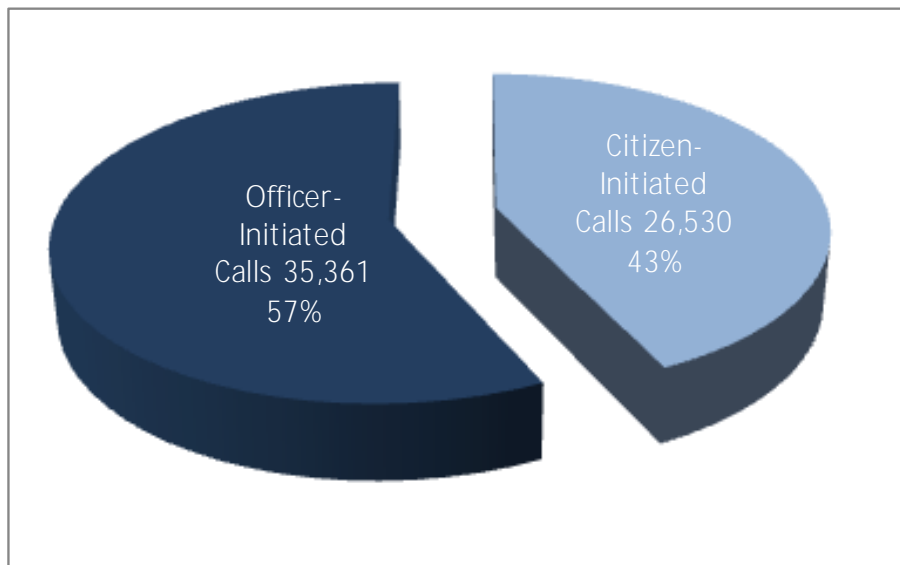
In 2016, the Patrol Division was responsible for handling 61,891 calls for service. Patrol officers are the first line of defense in a threat to public safety. These highly trained men and women place themselves at risk every day to protect the community whether responding to an accident, pursuing a 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							
	2010	2011	2012	2013	2014	2015	2016
Calls for Service	57,258	55,161	58,513	58,228	66,979	70,836	61,891
Officer Initiated	33,870	33,626	37,900	36,597	39,616	44,301	35,361
Arrests	574	470	440	525	637	602	500
Reports Written	3,979	3,453	3,460	3,482	3,530	3,697	3,721
Citizen Generated Reports (online)				144	73	136	114
Alarm Responses	2,582	2,492	2,645	2,749	2,860	3,148	3,160

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 2016, we had 35,361 officer-initiated calls.



2016 DUI Statistics

San Ramon officers made 158 DUI arrests in 2016 — nearly a 37% drop from arrests made last year.

-37%



DUI ARRESTS

-7.7%



DUI ACCIDENTS

36 DUI arrestees were involved in a collision in 2016, versus 39 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, 62% of San Ramon’s DUI arrestees had a BAC of 0.16 or higher, which is more than twice the legal limit. Officers also arrested 18 drivers with a BAC of three or more times the legal limit.

The department averaged 13 DUI arrests per month; with February having the highest number of DUI cases with 23 arrests.

Total DUI Arrests: 158
Under Age 21: 10
Above 0.16 BAC: 80
Involved in Accident: 36

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.



(L-R) Sgt. Eric Webb, Chief Joe Gorton, Officer Rachel Echelmeier, Lt. Tom LaRocque, Lt. Terrence Reeder and Captain Craig Stevens attend MADD’s 2016 Law Enforcement Recognition Dinner. The event honored achievements by Bay Area law enforcement for outstanding efforts in DUI enforcement the previous year. Officer Echelmeier was honored at the event for her efforts with 35 DUI arrests in 2015.

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 200-500 citations per month and are responsible for investigating traffic accidents from non-injury to fatalities.

Two officers have attended traffic accident investigation courses, making them highly specialized “Traffic Accident Reconstructionists.” The Traffic Division’s motto is, “*Safety Through Enforcement.*”

The officers patrol on BMW R1200 RT-P motorcycles, the most state of the art police motorcycle available. 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 also continues its partnership with San Ramon Valley School District, teaching bicycle and pedestrian safety to the elementary and junior high school students. The Traffic Division also works with California and Dougherty Valley high schools to educate students about the consequences of drinking alcohol/taking drugs, personal safety and the responsibility of making mature decisions. We work in partnership with each high school in providing the underage drinking and driving program, “It Happens” at Dougherty Valley High School and “Every 15 Minutes” at California High School.

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. Since these accidents require advanced investigative skills and often require reconstruction of accident scenes, this partnership has proven to be a valuable resource. In addition to accident investigations, the Team also conducts regional traffic enforcement activities targeting dangerous roadways and intersections identified in each city.

2016 Statistical Summary

Officers wrote 5,577 citations for moving violations, 617 non-moving violations, 221 courtesy warnings and 1,473 parking violation tickets for a total of 7,888 citations issued.



Officers and Police Services Technicians tagged 566 abandoned vehicles and towed 28 abandoned vehicles. In addition, 214 oversized vehicles were tagged and 19 were issued citations.



Parking citations went up 68% in 2016 while tickets for stop signs and signals went down 11% and seatbelt violations went down 10%.

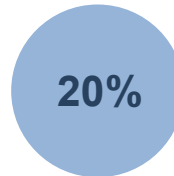


Accidents

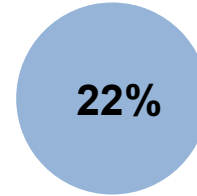
5%

PRIMARY COLLISION FACTORS

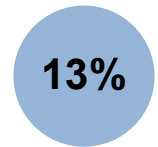
475 Collisions



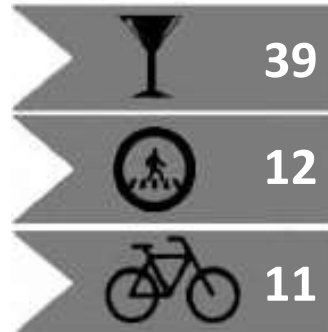
SPEEDING



OTHER MOVING VIOLATIONS

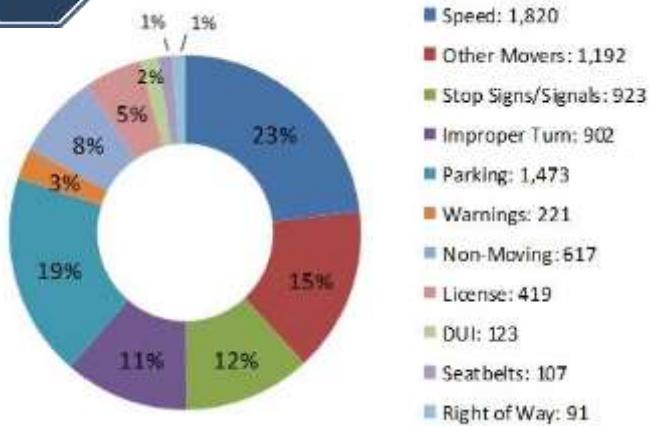


STOP SIGNS & SIGNALS

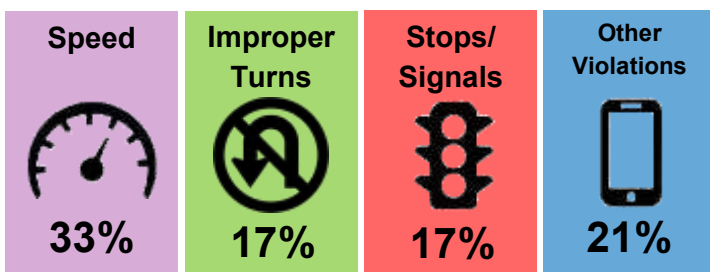


35% of Accidents Involved Injuries

7,888 Citations & Warnings



Most Frequent Moving Violations



	2012	2013	2014	2015	2016
Total Citations Issued	9,842	8,867	8,116	8,595	7,888
Moving Citations (excluding speed)	5,206	4,360	4,035	4,344	5,577
Speed Citations	1,599	1,917	1,768	1,917	1,820
Non-Moving & Parking Citations	2,271	1,976	1,869	1,603	2,090
Warning Citations	766	614	444	731	221
DUI Arrests	135	108	230	251	158
DUI Accidents	37	21	40	39	36
Accident Reports	433	468	436	449	475
Fatal/Injury Accidents	102	142	152	173	135
Fatal	1	0	2	2	1
Injuries	101	142	150	171	168
Vehicle vs. Pedestrian	10	5	13	9	12
Vehicle vs. Bicycle	9	10	5	12	11

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	2014	2015	2016
Cases Assigned to Detectives	1,184	1,324	1,056
Felony Investigations	620	670	576
Misdemeanor Investigations	492	571	400
Missing Adult/Juvenile	70	83	80
Search Warrants	32	25	23
Parole/Probation Searches	7	12	8
Value of Recovered Property	\$485,583	\$752,294	\$713,171

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 2016 include:

- A San Ramon Police Detective on the DEA Task Force led a 10-month investigation (Operation Achilles) into a Northern California drug trafficking organization. The investigation was supported by the San Ramon Police Department's Investigations Division. The organization was found to have ties to the Sinaloa Cartel out of Mexico and the Norteno Street Gang in Northern California. The investigation concluded with search warrants being served throughout California. Several weapons, illegal drugs and monetary assets were seized and a Federal Grand Jury indicted 22 suspects for drug trafficking, weapons trafficking and money laundering.
- Detectives investigated a felony battery case where several subjects attacked a citizen at night. During the investigation, four subjects (two adult and two juvenile males) were identified as suspects. Search and arrest warrants were authored for all four males and their residences. All four subjects were taken into custody and charges were eventually filed on the adult males.
- Detectives were called out at night to assist Patrol officers with a domestic violence incident. During the investigation, it was discovered the female suspect had thrown an unknown caustic chemical on her husband. Directly after throwing the chemical, the female began to stab the male with a butcher knife. The male was airlifted to a burn unit and his injuries were life threatening. The female was also transported from the scene with chemical burns and injuries from the male fighting back to protect himself and his daughter.
- Detectives continued an investigation initiated by patrol into an illicit drug offender and trafficker. During the investigation, a probation search was conducted and several search warrants authored. Authorized searches of the suspect's computer files revealed names, credit card accounts and personal information of over 40,000 persons throughout the United States and Canada. Several of these persons were contacted and confirmed to be victims of identity theft. The suspect was later arrested on these new charges.

Evidence & Property Division

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

The Evidence and Property 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 Evidence and Property 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 Evidence and Property Unit is managed by one Evidence Coordinator who must ensure evidence items are properly tracked and monitored for court exhibits, discovery and laboratory examination.

The Evidence Coordinator currently inventories over 15,000 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.



Jessica Simonds
Evidence Coordinator

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 Evidence and Property Division. Officers book everything from firearms and ammunition to knives, narcotics, purses, wallets, car parts and tools.

K-9 Unit



San Ramon Police's K-9 Unit continued into its 16th 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.

All three K-9 teams completed the required monthly update training to maintain their certifications throughout the year. 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 canine 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.

K-9s 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 K-9s' 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. Canine teams generally work during the night-time hours. This allows the greatest effectiveness since most building searches, alarms, burglaries, etc. occur during this shift.

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 Christopher Bruce and Bongo (center)

Bongo and Officer Christopher Bruce became partners in July 2010. Bongo is a 10-year-old male German Shepherd from the Netherlands. Bongo was born, raised and trained at the Raad Van Beheer kennel club in Amsterdam. Bongo's commands are in Dutch and prior to coming to the United States, he received his Schutzhund III certificate. After coming to the United States, Bongo was purchased by San Ramon PD from Adlerhorst International kennels in Riverside, California. Bongo is trained in locating narcotics and discarded articles, building/area searches and tracking. Bongo was medically retired in late 2016.

Officer Al Molien and Hector (left)

Officer Al Molien and his K-9 Hector became a team in June 2012. Hector, a 6-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.

Officer Abe Medina and Senna (right)

San Ramon's newest K-9 is Senna, a 7-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. She was purchased with community donations from the same kennel as Bongo, Hector and Dar (retired March 2013).

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 Denton Carlson is the Central County SWAT Team Commander.



Urban Shield

The Central County SWAT Team participated in the Urban Shield event again in 2016. The event, which is hosted by the Alameda County Sheriff's Office, began on September 10 and continued for 48 straight hours, through September 12. During the two non-stop days of this exercise, eight Central County SWAT Team members completed 32 full-scale, real-life scenarios at various sites throughout Contra Costa, Alameda, Santa Clara, San Mateo and San Francisco counties. These scenarios included hostage rescues, terrorist responses, dignitary protection and rescue, bus, train, airplane and boat emergency assaults, biological attacks, critical infrastructure protection, and physical fitness challenges. As the participants continued through this event, they battled physical and mental fatigue while being forced to plan responses and make critical, split second decisions during each scenario. The experience and knowledge gained by the participating Central County SWAT Team members was invaluable and our yearly participation in this event significantly enhances the performance and capabilities of the Central County SWAT Team.



School Resource Officers



Officers Jeff Kim and Katie Williams (left) are assigned to California and Dougherty Valley high schools, respectively. Corporal Mark Gunning and Officer Michele Goldberg (right) are assigned to San Ramon's four middle schools.

The San Ramon Police Department has four School Resource Officers: Officer Katie Williams and Officer Jeff Kim (left) are assigned to Dougherty Valley and California high schools respectively. Officers Mark Gunning and Michele Goldberg (right) 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.



Officer Rob Steaveson (left) poses with students after walking across the street with them on National Walk to School Day in October. At right, Motor Officer Bill Doherty talks bicycle safety during a Bike Rodeo at Montevideo Elementary School in May.

Highlights

In 2016, there were 143 cases assigned to the YRO:

- 18 felonies committed by juveniles (down 7% over 2015)
- 41 misdemeanors by juveniles (up 35% over 2015)
- 59 reported runaway juveniles
- Out of the 140 cases, 55 were criminal
- 13 juveniles were referred to the Juvenile Diversion Program
- 31 juveniles were referred to the Juvenile Probation Department or District Attorney

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

Battery.....	12
Theft (Petty & Grand).....	10
Under the Influence.....	1
Weapon Offenses	4
Poss. Drugs/Alcohol.....	17
Sex Crimes-Juvenile	
Suspects	1
Vandalism	3



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.

Honor Guard



Members of the 2016 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.



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 16 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.

Expectations 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, Corporal M. Gunning.

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



Each year, the San Ramon Police Department hosts the Citizen's Police Academy. The Academy is an informative 14-week classroom series, which gives an inside look at police operations and the life of a police officer. This class, which is now offered twice a year, is designed to promote awareness and a better understanding of law enforcement's role in the community.

Presented in a friendly and casual environment, the class covers a variety of subject areas including criminal law, crime investigations, use of force issues, narcotics and more through scenario-based exercises and engaging guest speakers. Attendees experience first-hand the dynamic and complex nature of law enforcement.

The Citizen's Academy creates stronger police-community relations. Community members benefit as they gain a better understanding of legal and personnel issues as well as departmental procedures. The Police Department benefits by learning specific problems and concerns from community members. Sessions are taught by experienced police officers who share their unique perspective on law enforcement. The course concludes with a graduation dinner, where students receive a certificate of completion.

The San Ramon Police Department is committed to the community and proactive problem-solving. This is apparent with the Citizens' Academy presentation and the partnership we build with our citizens. Together, we will continue to strive to provide the level of service expected in our great city.



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:

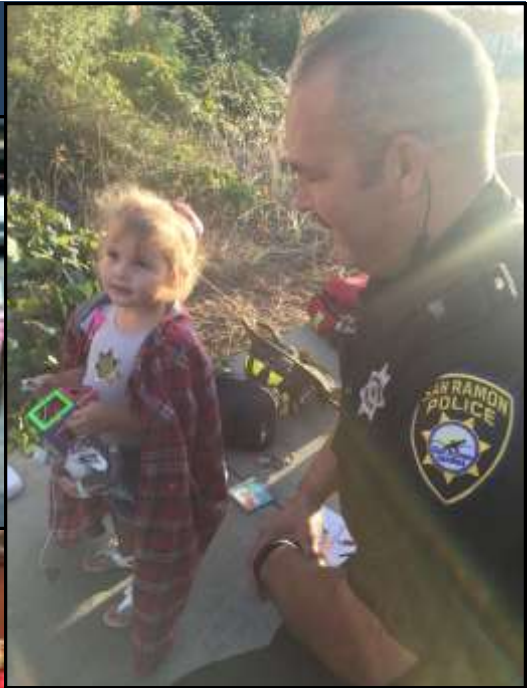
- Have students understand and communicate with San Ramon Police employees.
- Develop a better understanding of law enforcement and the criminal justice system.
- Encourage students to share their academy experiences with their peers.
- Introduce the students to possible career opportunities in law enforcement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



In the Community





A Closer Look

Part 1 Crimes in San Ramon fell by 7% over 2015.

The table to the right reflects a 44% increase in Violent Crimes (murder, forcible rape, robbery, aggravated assault and battery) and an 8.7% decrease in Property Crimes (burglary, larceny/theft, motor vehicle theft and arson) in 2016.



Overall Crime
- 7 %

Crime Rates per 1,000 Residents

	Violent	Property
Pleasanton (74,982)	1.35	21.43
San Ramon (78,363)	0.50	10.53
Walnut Creek (68,910)	1.07	30.83

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 Uniform Crime Reporting (or UCR) Program was developed in 1929 by the International Association of Chiefs of Police to meet the need for national uniform crime statistics. Part I offenses are violent crimes including murder, rape, robbery and aggravated assault and the property crimes of burglary, larceny and auto theft. Arson is also a property crime, however it's not included in national crime data for UCR purposes. In 2016, there were 67 stolen vehicles in San Ramon, compared to 95 cases in 2015.

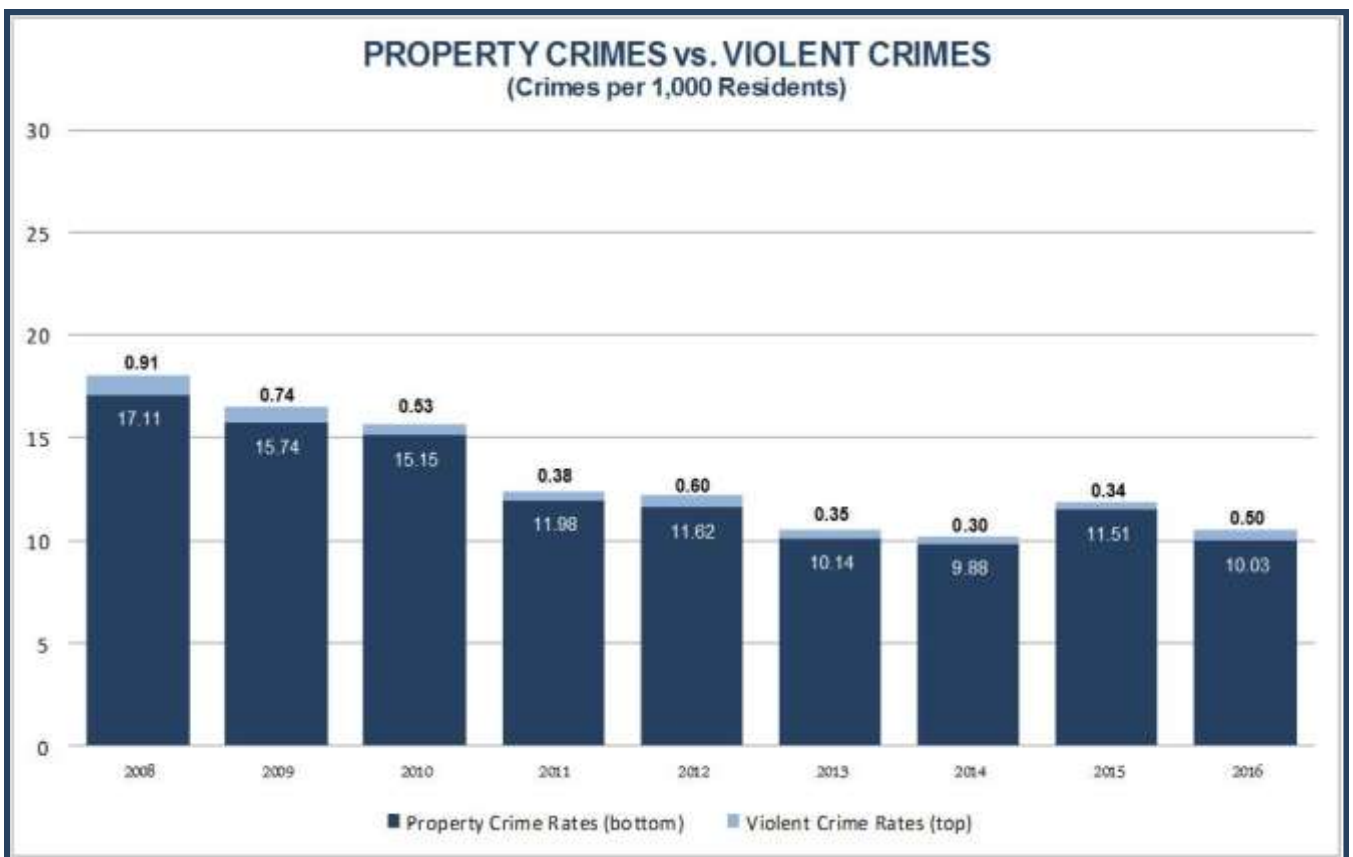
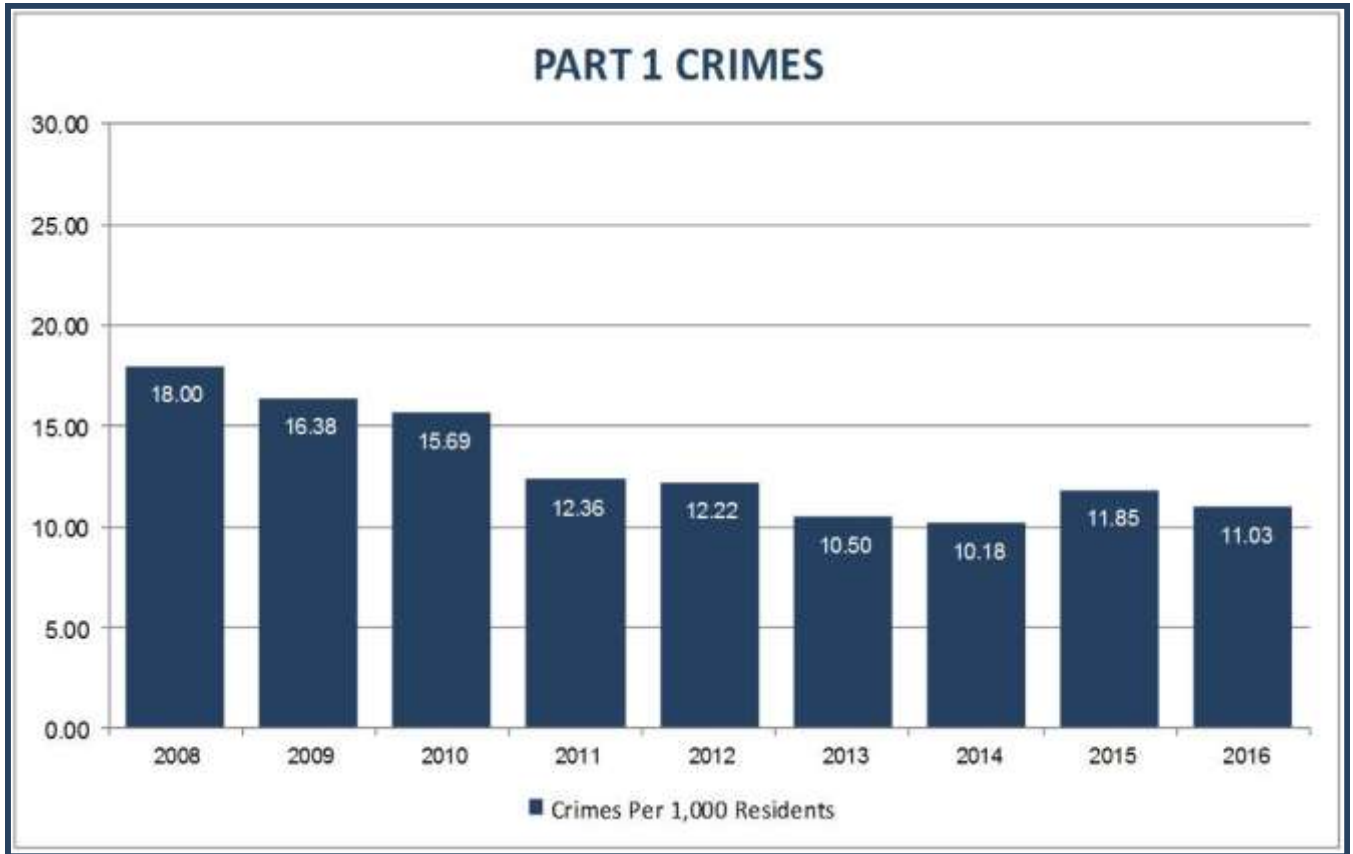
Uniform Crime Reporting Statistics					
Part I Crime Totals	2012	2013	2014	2015	2016
Murder	0	0	0	0	0
Forcible Rape	3	0	3	4	9
Robbery	13	14	11	13	12
Aggravated Assault	29	13	9	10	18
Burglary	147	171	209	146	140
Larceny/Theft	633	486	463	654	616
Motor Vehicle Theft	71	105	77	95	67
Arson	9	9	2	9	2
Total Offenses	905	798	774	931	864

San Ramon was successful in reducing the rising property crime rate by almost 9% in 2016. Much of this effort can be attributed to our successful community outreach and crime prevention programs through the Community Relations and Crime Prevention Division. At the same time the city experienced an uptick in violent crime at 39, up from 27. While it's still a low number compared to surrounding communities, it's always the primary focus of the Police Department. When evaluating the reduction of Part One Crimes as whole by 7%, San Ramon remains one of the safest communities in California.

The Police Department will continue to mitigate challenges in 2017 as the city continues to experience fallout from Proposition 47, which reduced most drug and property crimes to misdemeanors and the unintended potential consequences of Proposition 64, legalizing the use of marijuana.

2016 Part 1 Crimes — Local Comparison			
Part 1 Crimes	Pleasanton	San Ramon	Walnut Creek
Murder	0	0	1
Forcible Rape	12	9	1
Robbery	45	12	26
Aggravated Assault	44	18	46
Burglary	208	140	275
Larceny/Theft	1,261	616	1,611
Motor Vehicle Theft	136	67	234
Arson	2	2	4
Total Offenses	1,708	864	2,198

Crime Statistics



Administrative Bureau



The mission of the Administration 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 Administrative Division 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 — Administrative



Lieutenant Todd Santiago
Administrative Services Division Commander

The Administrative Services Division is under the command of Lieutenant Todd Santiago. The Division's mission is to support the operational needs of the police department. The Administration Services Division is comprised of three different functional areas: Finance, Executive Support, and Records.



Lieutenant Denton Carlson
Community Relations/Crime Prevention
Division Commander

The Community Relations and Crime Prevention Division is under the command of Lieutenant Denton Carlson. This division includes Crime Prevention, Crime Free Multi-Housing and Crime Free Business programs, The Office of Emergency Management, and San Ramon Police Department's Social Media Outreach Programs. In addition, Lt. Carlson serves as the commander of the Central County SWAT Team.



Lieutenant Terrence 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.

Support Services Division

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, an Administrative Specialist and a part-time employee. 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



Members of the Records Division (center) answer calls from the public, work with officers and enter reports and information into local, state and national databases. In 2016, Records Technicians completed data entry on more than 3,700 police reports and more than 7,800 traffic citations.

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

The Records Division is staffed by one Records Coordinator and five full-time Police Records Technicians. 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, field contacts 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.

The Records Division is also responsible for processing arrest warrants. Those duties include "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. The Records Division provides assistance and information to law enforcement five days a week from 7 a.m. to 5 p.m.

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 Class where they are trained in the proper handling and criminal justice information.



Mary Doherty
Records Supervisor

Providing service and information to the public is a vital part of the Records Division. The public can request information and assistance from Records during business hours, Monday thru Friday from 8 a.m. to 5 p.m. During these hours the public can request reports, clearance letters, stored vehicle releases, fingerprinting services, counter reports and scheduling child safety seat inspections.

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 one Sergeant, Hollis Tong and Training Coordinator Kelly Jansen.



Sgt. Hollis Tong



Kelly Jansen

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	7 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 2016, the San Ramon Police Department provided approximately 13,667 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 2016, the Policy Manual was updated twice, and personnel were kept abreast of these modifications.

Community Relations & Crime Prevention Division

The Community Relations and Crime Prevention Division's goal is to increase community engagement and crime prevention awareness for those who are a part of the San Ramon Community. Through numerous outreach programs, we strive to provide the best and most comprehensive police services to all members of the San Ramon community.

This Division is responsible for the San Ramon Police Department's Crime Prevention, Crime Free Multi-Housing, Crime Free Business, Neighborhood Watch, Volunteer and Emergency Preparedness programs. In managing these programs, we provide the most up to date and relevant crime prevention and emergency preparedness information and tools to the community members we serve.

Another aspect of the Community Relations and Crime Prevention Division is our charitable activity. Prior to the beginning of each school year we hold a backpack/school supply drive and during the holiday season we conduct a toy drive. Each of these charitable endeavors is centered around the idea of giving back to the community and helping those in need. This year we filled over 120 backpacks with school supplies and collected over 1,300 brand new toys during the holidays.

San Ramon Police Department's multiple social media outlets are also managed by members of the Community Resource and Crime Prevention Division. We actively share information through Facebook, Twitter, Instagram, as well as on the community based web site, Nextdoor.com. Through these social media outlets, we are able to keep members of the San Ramon community aware of on what is going on in and around San Ramon and better inform the community of the services we provide.

In addition to the above programs, the Community Resource and Crime Prevention Division is responsible for the review, approval and issuance of solicitor permits and for those seeking permits to operate as a massage therapist or open a massage based business. During 2016, the Community Resource Division reviewed over 90 of these types of permits. The Community Resource Division also performs random inspections of massage based establishments throughout the City of San Ramon. This is done on a regular basis to ensure they are operating as legitimate businesses and not involved in illegal activity.

Ultimately, the responsibility of the Community Resource and Crime Prevention Division is facilitating a police and community partnership which will improve the quality of life for everyone in San Ramon.

SRPD on Social Media

Follow us on:

Facebook	
Twitter: @sanramonpolice	
Instagram: @sanramonpolice	
nextdoor.com	

Crime Prevention

Crime prevention is essential to every city. The division has educated residents, groups and individuals on the importance of crime prevention and how not to become a target. Crime Prevention is responsible for facilitating Neighborhood Watch meetings throughout the City. The main focus is being vigilant on reporting suspicious people in the neighborhood, making your house or neighborhood less of a target and getting to know your neighbors.

The division held numerous events in 2016 including: She's All That, If I Were A Thief and Coffee with the Cops. National Night Out was also a success with teams visiting all registered groups throughout the City.

Crime Free Multi-Housing

The San Ramon Police Department is entering its ninth year of participating in the Crime Free Multi-Housing Program. The program is not only about crime management and crime prevention; it's about the quality of life for apartment residents and the surrounding neighborhoods. The **San Ramon Crime Free Multi-Housing Program** is designed to help residents, owners and managers of rental property keep drugs and other illegal activity off their property.

San Ramon Police Department added 3 new photos · September 22, 2016 · 🌐

Community policing example #37 - Sgt. Cerruti out and about making friends...big and furry friends!



Like Comment Share

174 Chronological*

Kerry McCarthy @djmackids

@sanramonpolice thank you for saving my dad's life! The doctor said bc of your fast action he is alive today! We hope we personally thank u

7/13/16, 9:32 AM

San Ramon Police Department added 7 new photos — with Jennifer Montemayor and 7 others · December 10, 2016 · 🌐

Today's rain couldn't stop the generosity of the San Ramon community! Four hours at Target and two neighborhood parties. Thank you to everyone who donated today!






+4

San Ramon Police Department added 3 new photos · October 11, 2016 · 🌐

THE IMPORTANCE OF CAR SEATS!

Earlier today there was a rollover crash on Acosta Blvd near Davona Drive. Fortunately this little one was buckled up in a properly installed car seat and wasn't hurt! In fact, everyone was buckled up and walked away without any significant injuries!

If you would like to have your car seat inspected, click on the link below to schedule an appointment.

<http://www.ci-san-ramon.ca.us/police/cseat.htm>





Like Comment Share

216 Chronological*

San Ramon Police @sanramonpolice · 19 Nov 2016

What an amazing community! San Ramon...you definitely "Stuffed The Cruiser!" Thank you for supporting @foodbankccs




10 likes

sanramonpolice Thanks @sanramonpolice for letting us come by your Den II for our great time and now K9 Hector has a bunch of new friends from Montevideo and Neil Armstrong Elementary School!




10 likes

sanramonpolice Thanks @sanramonpolice for letting us come by your Den II for our great time and now K9 Hector has a bunch of new friends from Montevideo and Neil Armstrong Elementary School!

San Ramon Police Department updated their cover photo · December 28, 2016 · 🌐



Like Comment Share

San Ramon Police · December 28, 2016 · 🌐

San Ramon Valley Blvd of Acosta Blvd has reopened for traffic in all directions.



Like Comment Share

San Ramon Valley 911 Communications Center



In June 2016, the San Ramon Police Department and the San Ramon Valley Fire Protection District partnered to develop a joint 9-1-1 Primary Public Safety Answering Point. This partnership was established to improve response times for public safety personnel. The Communications Center processes all incoming emergency and non-emergency calls-for-service and dispatches Police, Fire and EMS. 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 (P.O.S.T.) 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 has been recognized by the International Academy of Emergency Medical Dispatch (IAEMD) as an Accredited Center of Excellence since 1996 and was the eighth center in the world to be awarded this highest distinction.

The consolidated Communications Center has been a great success. All metrics indicate that an exceptional level of service is being provided to the community.

Data from the CA 9-1-1 Emergency Communications Division shows that all 9-1-1 calls are being answered within 10 seconds 95% of the time.

	PSAP			
	Total Calls	Percent Answered Within 10 Secs	Percent Answered Within 15 Secs	Percent Answered Within 40 Secs
December	530	98.87 %	99.81 %	100.00 %
January	493	98.17 %	99.39 %	100.00 %
February	480	98.54 %	99.58 %	100.00 %
March	517	98.65 %	99.42 %	100.00 %
April	501	98.00 %	99.40 %	100.00 %
May	512	95.12 %	98.83 %	99.80 %
June *begin PD/Fire	1,199	93.16 %	97.83 %	99.92 %
July	1,372	95.70 %	98.62 %	99.93 %
August	1,336	94.99 %	98.95 %	100.00 %
September	1,347	95.17 %	99.55 %	100.00 %
October	1,408	96.31 %	99.36 %	100.00 %
November	1,182	95.26 %	99.15 %	100.00 %
Total	10,877	95.91 %	99.06 %	99.97 %

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.

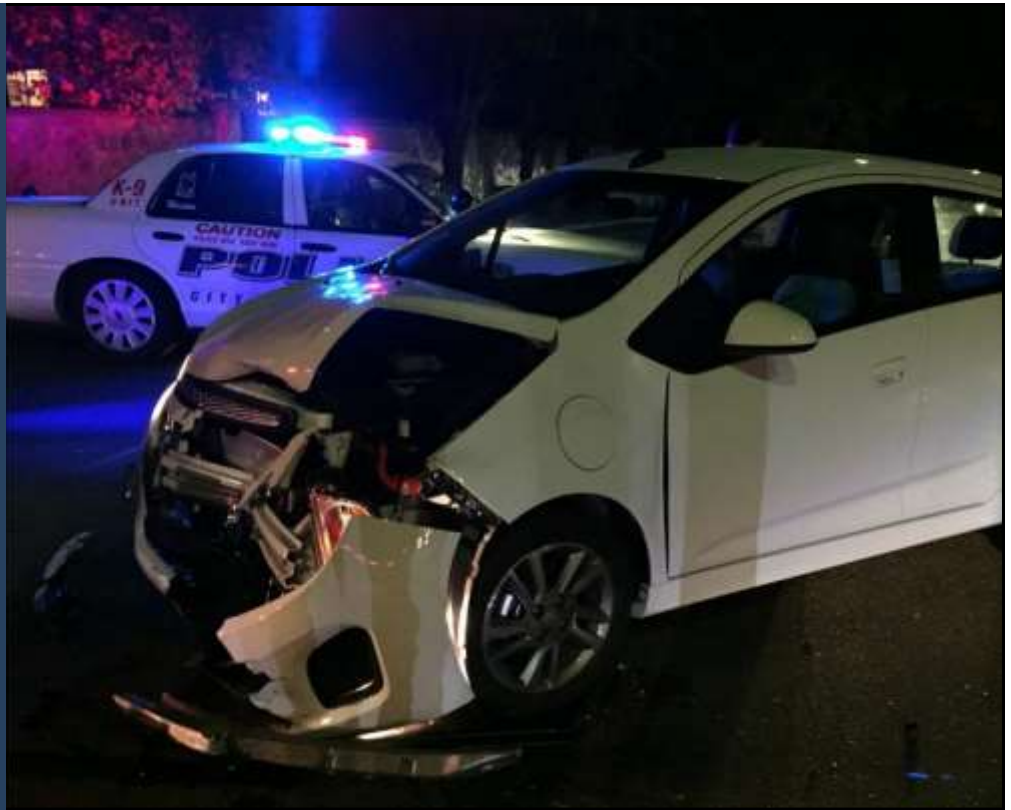
Prior Year	False Alarms
2016	2,828
2015	2,374
2014	2,205
2013	2,063
2012	1,996
2011	1,757
2010	1,782
2009	1,922
2008	1,724

False Alarm Warning Letters Issued in 2016:
 Commercial Locations: **95**
 Residential Homes: **106**

Violation Fines Issued by the City in 2015: \$13,650

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 2016, San Ramon Police received a total of 2,828 false alarm calls, which increased by 454 calls over last year. Of these calls, 748 were attributed to commercial businesses, 292 at schools and public facilities and 1,788 were residential false alarms. The false alarm data doesn't include "cancelled calls," which were cancelled by the subscribers before an officer arrived on scene.

Emergency Preparedness

The forces of nature created the beauty of our location. The hills were created by earthquakes. Yes, Mt. Diablo is the result of a thrust fault zone. Storms and floods moved the soils to create a valley that once sustained significant orchards, farms and ranches. Fires shaped the types of vegetation that line our hills. In the last three years we have witnessed nature continuing its course. In August 2014 we witnessed Mount Diablo burning during a hot summer with dry conditions. Fortunately, the fire was quickly contained. Throughout 2015 the drought worsened to require water rationing. By the end of summer in 2015, over 600 earthquakes rattled the San Ramon Valley, creating wonder and concerns among the residents. At the end of 2016, December saw near record rain, providing considerations of possible El Nino storms on the way.

The City of San Ramon has been busy preparing for, if and when, any of these situations create significant impact homes or businesses. The Police Department initiated the use of an automated notification system, managed by Nixle, to improve communication among city staff and with partner response organizations. The system also 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.

The dedication of City Hall allowed for designing a state of the art Emergency Operations Center (EOC). This is the place where the city will collect information on damages, evaluate available resources, and deploy assets to respond. It's a place where key management decisions are made and response is coordinated with partners in the Town of Danville, the San Ramon Valley Fire Protection District, the San Ramon Valley Unified School District and Contra Costa County.

Training is the key for making sure all the pieces fit together and meet the needs of those affected. The training for the last year has taken significant effort. Staffs who operate in the EOC were provided training on its operation and how to establish common action plans and given an orientation to the new City Hall resources. In the heat of July, EOC personnel participated in a full-scale field drill with the National Guard, fire, police, environmental health, Kinder Morgan staff and county responders.

In the end comprehensive emergency response can't happen without public involvement. Over 125 people attended Community Emergency Response Team training to help the neighborhoods organize and respond together. Over 450 people were trained in how to use hands only CPR and Automated External Defibrillators (AED) which are located at most city facilities to render assistance to those suffering from cardiac arrest. And in the last quarter, at Central Park, over 4,000 people attended the Night Emergency Preparedness Fair to learn about the resources the city, county, park district, and other local responders have access to in order to help respond and recover from an incident. Great thanks to our sponsors who included: Bishop Ranch, Joyce Feldman Insurance, PG&E and the Church of the Latter Day Saints.

Citizens and businesses are encouraged to learn more about how to prepare for an emergency. Please follow the information available at www.bereadysrv.org to get information on how to prepare your family, what training you can obtain, and general information about preparedness.





Fleet Manager O.J. Plotner and one of the department's Dodge Charger patrol cars.

The Police Department's fleet of approximately 75 vehicles includes patrol cars, traffic safety vehicles (cars/motorcycles/radar trailers), Investigation cars, Police Service Technician vehicles and Emergency Command units. Due to multiple work shifts and multiple 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 to respond to emergencies and perform law enforcement duties. Fleet Services Coordinator O.J. Plotner, with over 30 years of fleet logistics experience, ensures the vehicles are inspected, repaired and maintained according to a rigorous, preventive maintenance schedule designed around their severe duty use. He is also responsible for the purchase and emergency "up-fit" of the vehicles, license and titling, accident repairs, budgeting, special vehicle projects, driver assignments, used vehicle disposal and any other aspects of operating our emergency fleet.

The Dodge Charger police package cars have now replaced all but a handful of remaining Ford Crown Victoria patrol cars. There are six new Chevrolet Tahoe police package vehicles on order to replace the remaining few. These Tahoes will be placed in Sergeant Command Unit and K9 Unit positions. Their extra carrying capacity will be a great improvement for holding all the equipment required for these positions. Automotive size, technology and capability can change from one model year to the next, but for the foreseeable future, the Dodge Charger and Chevy Tahoe will be the main stay of our Patrol fleet.



Chaplains

The Chaplains of the San Ramon Police Department exist to be a resource to community members, officers and other department personnel. Chaplains are on call to be utilized by officers in the community when there is a critical incident where a tragic or sudden loss has occurred. They interface with community members to help them deal with sudden trauma and grief providing them with a caring presence as well as additional resources to help them through their ordeal. Chaplains also work directly with officers and personnel as a resource to them as they deal with the stress and demands of law enforcement. The work of a law enforcement chaplain encompasses the tangible, emotional and spiritual needs of people under duress.

The Chaplain Program was implemented in 1999 and includes clergy professionals who are available to furnish guidance, counseling and crisis intervention 24-hour a day. They come from various religious affiliations reflecting the diversity of the community. Chaplains must be ordained or commissioned and are required to attend the department's 14-week Citizen's Academy to join the program. Chaplains receive training in Critical Incident Stress Management at both the entry level and advanced level and are qualified to lead and participate in critical incident stress defusing and debriefings.

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

- Riding along with officers on routine patrol on various shifts.
- Attending line ups and debriefings.
- 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.
- Counseling department members in response to stress or family crisis problems. Counsel is privileged and confidential between the officer and chaplain involved.
- 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.
- Advising the Chief of Police in all matters of a religious nature involving the Police Department and performance of law enforcement duties in the community. Further, Chaplains shall act as liaison with local ministerial associations and on matters pertaining to the moral, spiritual, and religious welfare of police personnel.
- 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 City of San Ramon is fortunate to have citizen volunteers who donate their valuable time to the San Ramon Police Department. These volunteers not only give back to the community in which they reside, they also enable the department to provide a higher level of service to its citizens. Before being accepted as a police volunteer, each candidate is required to attend the 14-week Citizen's Academy. The academy gives each volunteer a basic understanding of police work and allows them to assist both the police department and their community.

Below are just a few examples of the things our volunteers accomplish every year:

- Assist the Records Department by answering the phones at the front counter, fingerprinting and numerous other administrative tasks.
- Assisting our Detectives, School Resource and Youth Resource Officers.
- Collecting emergency contact information from local business owners. The information collected is entered into the Dispatch Center's computer system and allows us to contact a local business owner any time there is an emergency.
- Helping with special events, such as the Art & Wind Festival, Fourth of July Run, the Run for Education, Bah Humbug Run, National Night Out, Bicycle Rodeos, School Carnivals, Toy and Food Drives, Graduation Activities at California and Dougherty Valley high schools, Car Seat Events, Business Openings and Dedications, Teen Driving Events, Holiday Vigils, Sentinels of Freedom Bike Ride and the Emergency Preparedness Fair.
- Coordinating tours of the San Ramon Police Department for local Cub Scout, Brownies, Girl Scouts and other organizations.

Volunteers work closely with our Crime Prevention unit assisting with the Neighborhood Watch program, local meetings, the Citizen Academy, Youth Academy and the "If I Were a Thief" program.

In 2016, Volunteers worked more than 2,000 hours. Weyne Abbott was selected as the San Ramon Police Department's 2016 Volunteer of the Year!

BARBARA'S BUCKET LIST



In June, long-time San Ramon resident Barbara Salazar, 80, stopped by the police department with a simple request. She wanted to go on a ride along so she could cross it off of her bucket list.

Request granted! SRPD was more than happy to help Barbara check that item off her list, along with a few others.

Barbara said she always wanted to be a "police lady," but it wasn't a career that women were encouraged to pursue when she was younger.

On June 29, 2016 Barbara spent part of the day on patrol with Corporal Becky Chestnut making traffic stops, checking out police motorcycles, having lunch with Chief Gorton and learning to shoot various firearms at the range with members of the SWAT Team.

You are an inspiration Barbara!



Department Roster

Jason Barnes	Jacob Benjamson	Craig Bennigson	Josie Bigger
Mike Boehrer	Bongo	Bill Brandt	Steve Brinkley
Chris Bruce	Kelli Bryson	Paul Burke	Denton Carlson
Pat Cerruti	Becky Chestnut	John Cranford	Jon Danielson
Bill Doherty	Mary Doherty	Marty Echelmeier	Rachel Echelmeier
Chelsea Edwards	Kevin Ellis	Patrick Espiritu	Steve Fajardo
Seaton Fajeau	Rachelle Fawell	John Gardenier	Brian Gardner
Cary Goldberg	Michelle Goldberg	Rick Gonzalez	Joe Gorton
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	Bob Labbe	Tom LaRocque	Jim Mahoney
Matt Malone	Blake Matthews	Abe Medina	Pat Melissare
Al Molién	Jenn Montemayor	Troy Montemayor	Joe Moore
Jason Nunn	Mike O'Day	Chris Pedro	Leysy Pelayo
Jarred Pereira	Rich Persson	Chio Phahn	Mike Pistello
OJ Plotner	Valerie Powell	Dan Pratt	Rob Ransom
TJ Reeder	Mike Richardson	Cliff Rider	Randy Ritter
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

Success is simple. Do what's right, the right way, at the right time. — Arnold H. Glasow

2016 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 467 surveys collected, 47 percent (252) responded that they were very satisfied; 53 percent (215) responded they were satisfied and no one 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.

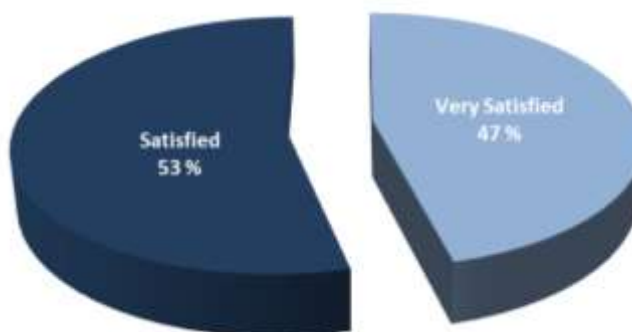
The contact serves the following purposes:

1. Allows supervisors to identify areas of improvement and specific topics 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 2015, San Ramon Police Department supervisors completed 467 quality assurance surveys with random citizens who interacted with the San Ramon 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.

2016 Quality Assurance Survey



What the community had to say:

- “He exceeded every possible expectation.” - from a parent after Officer Danielson spoke to her children about bicycle safety.
- “Thank him for listening (to me) and not judging.”
- “I’m so thankful for the job your officers do everyday.”
- “The officers were very helpful and professional.”
- “Officer Echelmeier did a good job.” - from the husband of a DUI suspect.
- “Officer Hartman is an amazing officer and I appreciate all the follow up he did.”

Notes & Letters of Appreciation

To all of you at
San Ramon Police
Dept. and Police
Officers everywhere -
a huge Thank you
for all you do for
us.

So very sorry about
the brave officers who
lost their lives in
Dallas -

May God watch over
you and protect each
day - Your Friends

There should be more people like you!

We appreciate all
that you do to make
San Ramon a safe
community.
Thank you!



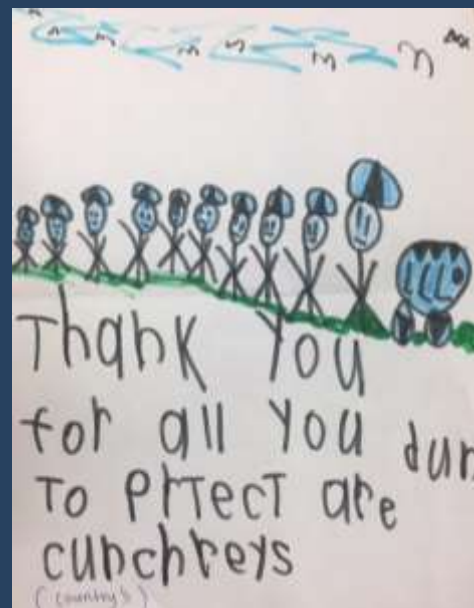
My family and I want to reach out to you today to let you know that we support you, that we appreciate you, and that we stand behind you and beside you.

As part of the LEO family I know what it feels like to kiss your spouse goodbye as they leave for work and wonder if it will be the last time. I know the risks that you willingly take each day you come to work in order to keep us safe.

I want my son to know that ALL lives matter. That black lives matter, that white lives matter, that LEO lives MATTER.

So today we wanted to bring you lunch and send you some love.

To say thank you: for your dedication, your determination, and your courage.



Performance Awards



SUPERVISOR OF THE YEAR
Sgt. Steve Brinkley



OFFICER OF THE YEAR
Jarred Pereira



EMPLOYEE OF THE YEAR
Jessica Simonds



VOLUNTEER OF THE YEAR
Weyne Abbott

2016 Retirees



Corporal Randy Ritter

Corporal Ritter retired in December 2016 after more than 30 years in law enforcement. He started his career as a reserve with the Suisun City Police Department and was hired as a deputy for the Contra Costa County Sheriff's Office in 1986. He worked in detention, patrol, court services and as a traffic officer in the Town of Danville before being hired by the newly formed San Ramon Police Department in 2007. He was promoted to the rank of Corporal in 2008. In 2000, he made 94 DUI arrests earning an AVOID the 25 Deuce Star Award and was recognized by MADD for his efforts in DUI enforcement.



Corporal Joe Moore

Corporal Moore retired in April 2016 after 27 years in law enforcement. He was hired by the Contra Costa County Sheriff's Office in 1989 and was assigned to the Martinez Detention Center. At the Sheriff's Office he worked in detention, patrol, the Transportation Unit (transporting prisoners around the state), the Warrant Service Unit and he was assigned to the U.S. Marshal's Northern California Fugitive Apprehension Strike Task Force. He was hired by the San Ramon Police Department in 2007 and worked in patrol and investigations. He was promoted to the rank of Corporal in 2008.

Dedication



The San Ramon Police Department would like to dedicate the 2016 Annual Report to retiring

Chief Joe Gorton

After more than 28 years of dedicated service to the citizens of Contra Costa County, specifically those in the City of San Ramon, Chief Joe Gorton is retiring from law enforcement and moving on to the next chapter in his service to the community as City Manager.

Chief Gorton began his law enforcement career with the Contra Costa County Sheriff's Office in 1988. His experience since then has spanned the spectrum of municipal and county policing including assignments in patrol, investigations, undercover narcotics, SWAT Team hostage negotiator, specialized enforcement, DARE and Youth Services, helicopter observer, field training officer, patrol supervisor, investigations supervisor, homicide call-out team member and SWAT hostage negotiations team leader.

In 2006, Chief Gorton, then Captain Gorton, was hired and tasked with leading the transition team to create the newly formed San Ramon Police Department. His knowledge, hard work, and dedication was instrumental in the formation of the San Ramon Police Department and its continued development as a model law enforcement agency over the past 10 years.

Chief Gorton, your leadership and guidance has been a source of inspiration for all of us while under your command. Thank you for your dedicated service and good luck in your new position.







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

E-Mail: police@sanramon.ca.gov
(Non-emergency only)

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

Follow us on:

Facebook



Twitter:
[@sanramonpolice](https://twitter.com/sanramonpolice)



Instagram:
[@sanramonpolice](https://www.instagram.com/sanramonpolice)



nextdoor.com



The 2016 Annual Report was created in-house at the San Ramon Police Department.

A very special thanks to all those who contributed to this publication.