

SAN RAMON POLICE DEPARTMENT

20
ANNUAL



15
REPORT



SERVICE



COMMITMENT



COMMUNITY



**SAN RAMON POLICE DEPARTMENT
ADMINISTRATION**

**CHIEF OF POLICE
JOE GORTON**

**CAPTAIN
DAN PRATT**

LIEUTENANT CRAIG STEVENS
INVESTIGATION DIVISION COMMANDER

LIEUTENANT TERRENCE REEDER
PROFESSIONAL STANDARDS DIVISION COMMANDER

LIEUTENANT MIKE BOEHRER
ADMINISTRATIVE SERVICES DIVISION COMMANDER

LIEUTENANT DENTON CARLSON
COMMUNITY RELATIONS/CRIME PREVENTION DIVISION COMMANDER

LIEUTENANT TOM LAROCQUE
PATROL DIVISION COMMANDER (WEEKDAY)

LIEUTENANT CARY GOLDBERG
PATROL DIVISION COMMANDER (WEEKEND)

CITY GOVERNMENT

MAYOR BILL CLARKSON

VICE MAYOR SCOTT PERKINS

COUNCILMEMBER DAVID E. HUDSON

COUNCILMEMBER PHILIP G. O'LOANE

COUNCILMEMBER HARRY SACHS

CITY MANAGER GREG ROGERS

MESSAGE FROM THE CHIEF



I am proud to present the San Ramon Police Department's Annual Report for 2015. San Ramon continues to be one of the safest cities in both the state and the nation. Much work needs to be done to maintain the safety and quality of life afforded to our community; particularly in the face of rising property crimes. Property crimes have spiked throughout California and the Tri-valley and San Ramon have not been immune. San Ramon, however, has maintained a low violent crime rate while many other communities have experienced significant increases. We 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 many challenges in the coming year. The effects of Proposition 47, which reduced most drug and property crimes to misdemeanors, and the AB109-Realignment, which released thousands of California prisoners to the streets, appears to have contributed to the rise in crime. As a direct response to the anticipated rise in crime, the Police Department created a new division designed to bolster our crime prevention efforts. The Community Relations and Crime Prevention Division is built on the philosophy that it takes the whole community to address crime. We are proud to collaborate 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.

In 2015, we continued our commitment to rid the streets of drunken and drugged drivers (DUI); providing the motoring public a safe thoroughfare on which to drive. DUI arrests increased by 9% over 2014 while realizing a reduction in DUI accidents. DUI enforcement combined with strong community education programs are the crux of a successful program.

The police department added several technological improvements this past year, the most exciting being our new partnership with the San Ramon Valley Fire District's communications center. 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 San Ramon Valley 911 center is expected to be online by July 2016.

Planning for the future, we will be analyzing the impact of the city's increasing population and future development of the City Center commercial project, which is expected to increase retail development and housing. It's important to maintain service levels during periods of growth and to anticipate the service needs of the community in the years to come.

I have always tried to instill a philosophy of service in our officers. To coin a phrase used in the airline industry to "go the extra mile," I encourage each of them to become a complete resource to every citizen they encounter. Service is one of our department's core values and is included in our motto: **Community, Commitment, Service**. Service is at the forefront of everything we do because it builds relationships, cooperation and trust. By devoting ourselves to service, it will foster an environment which invites community spirit and deters crime. It is something we owe to the community we protect and SERVE.

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

Joe Gorton ■ Chief of Police

"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity." – Douglas Adams

MISSION, VISION AND VALUES



Mission

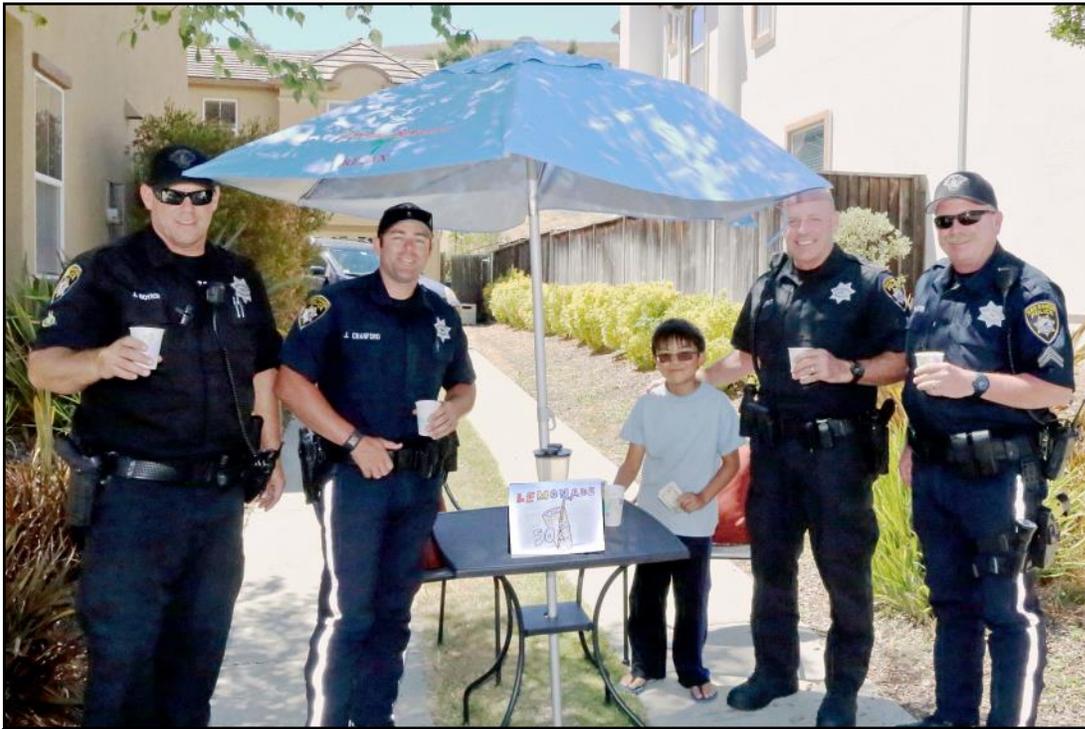
The San Ramon Police Department is committed to providing the highest quality police service to those who live and work in the City of San Ramon. We work in collaboration with the community and strive to maintain the utmost level of public safety with the goal of maintaining the quality of life expected 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.



Traffic Officers John Goyich and John Cranford stop by a lemonade stand along with Sgt. Pat Cerruti and Cpl. Randy Ritter. #copslovelemonadestands

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.



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DEPARTMENT OVERVIEW

The San Ramon Police Department employs 65 sworn officers who serve a community of more than 78,500 residents spanning an area of over 18.5 square miles. In addition, the Department employs 20 civilians who provide essential services such as Finance, Executive Support, Records, Training, Property and Evidence, Crime Prevention, Emergency Preparedness and Fleet Services. There are 56 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 8 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.**



L-R, Chief Joe Gorton, Lt. Cary Goldberg, Sgt. Jason Barnes, Cpl. Rob Ransom, Ofc. Demetri Tyrovolas, Ofc. Patrick Espiritu, Police Services Technician Chris Pedro and Captain Dan Pratt at a promotion and swearing-in ceremony in November.

Visit the San Ramon Police Department's web site at www.sanramon.ca.gov/police,

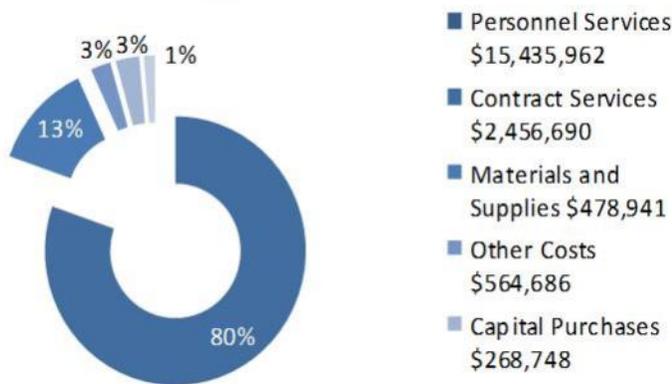


or scan the code above with any mobile QR code reader to learn more about the police department .

Expenditure Summary by Category

	FY 14/15	FY 15/16
Personnel Services	\$14,788,262	\$15,435,962
Contract Services	\$2,086,926	\$2,453,690
Materials and Supplies	\$561,112	\$478,941
Other Costs	\$449,622	\$564,686
Capital Purchases	\$96,748	\$268,748
Total Expenditures	\$17,982,670	\$19,202,027

Budget Breakdown



Program Summary

Description	Program Expenditures	Program Revenue	Net Program Cost
Administration	\$5,929,544	\$137,750	\$5,791,794
Animal Control	\$429,621	-	\$429,621
Crossing Guards	\$99,205	-	\$99,205
Crime Prevention	\$147,894	-	\$147,894
Emergency Preparedness	\$388,077	-	\$388,077
Investigations	\$2,019,314	-	\$2,019,314
Patrol	\$7,948,978	\$397,972	\$7,551,006
Traffic Safety	\$1,079,643	-	\$1,079,643
Volunteer Services	\$5,800	-	\$5,800
Youth Services	\$1,022,941	\$101,000	\$921,941
Fleet	\$131,010	-	\$131,010
Total Expenditures	\$19,202,027	\$636,722	\$18,565,305

2015-2016 Budget

The Police Department operates on 27.7% of the City's \$47.7 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	74,850	\$27,301,462	\$365

City	Population	Police Budget	Cost Per Resident
CITY OF WALNUT CREEK	66,868	\$24,465,444	\$366

City	Population	Police Budget	Cost Per Resident
San Ramon	78,561	\$19,202,027	\$244



DEPARTMENT STAFFING

OFFICE OF THE CHIEF — CHIEF JOE GORTON

Assistant Police Chief — Captain Dan Pratt

Administrative Analyst-Civilian — Vacant

OPERATIONS BUREAU

Lieutenant Craig Stevens — Investigations Division Commander
Lieutenant Tom LaRocque — Patrol Division Commander (Weekday)
Lieutenant Cary Goldberg — Patrol Division Commander (Weekend)

Patrol Division

Sergeants — 5

Corporals — 6

Patrol Officers — 22

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

Youth Services Division

Sergeant — 1

School Resource Corporal — 1

School Resource Officers — 3

Youth Resource Officer — 1

Explorers — 8

ADMINISTRATIVE BUREAU

Lieutenant Mike Boehrer — Administrative Services Division Commander

Lieutenant Denton Carlson — Community Relations and Crime Prevention Division Commander

Lieutenant Terrence Reeder — Professional Standards Division Commander

Finance Coordinator-Civilian — 1

Records Division

Records Supervisor-Civilian — 1

Records Specialist-Civilian — 1

Records Technicians-Civilian — 6

Community Relations and Crime Prevention Division

Community Resource Officer — 1

Community Resource Coordinator-Civilian — 1

Crime Prevention Specialist-Civilian — 1

Professional Standards and Training

Sergeant — 1

Training Coordinator — 1

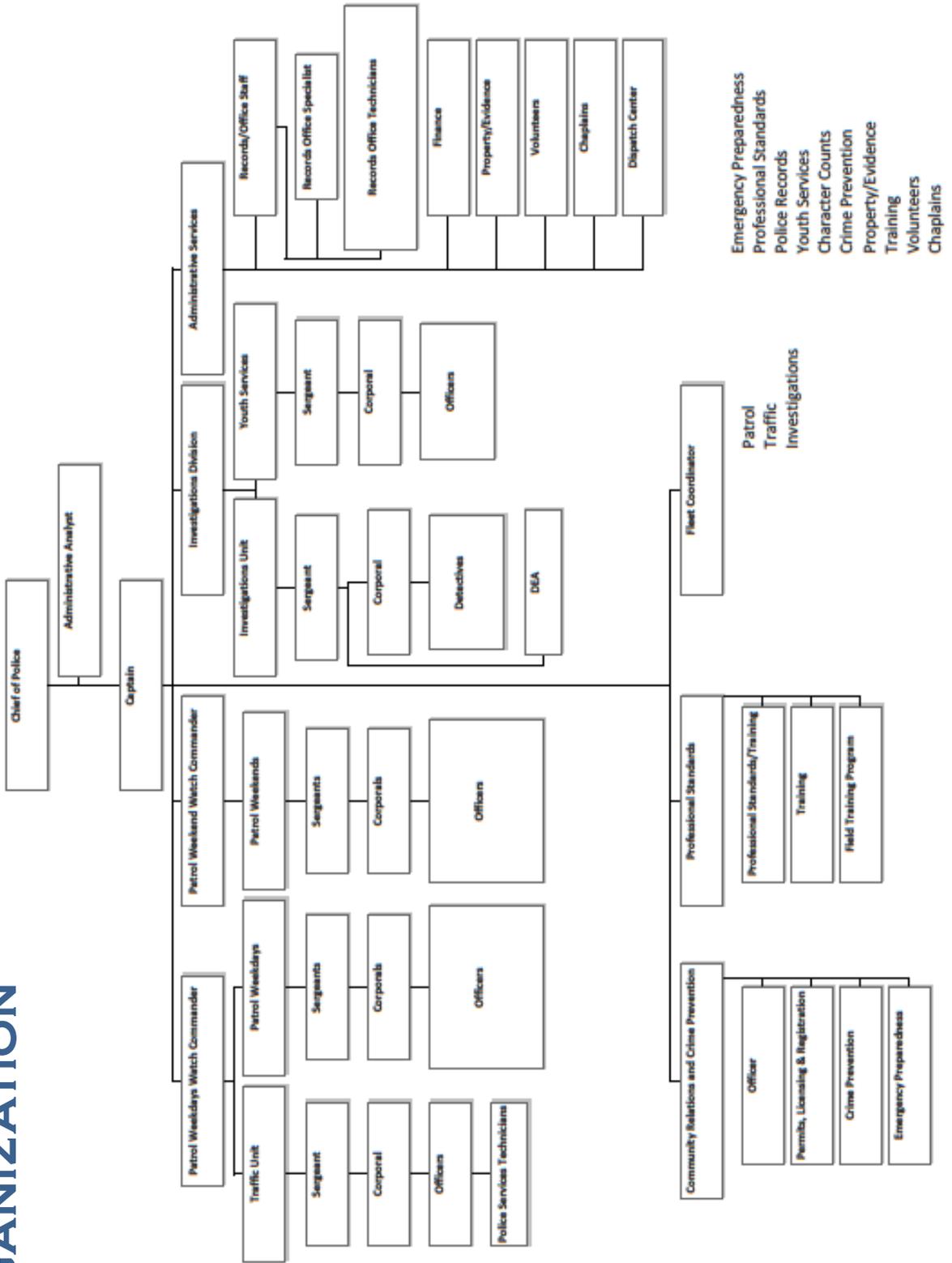
Fleet Coordinator — 1

Volunteers

Chaplain Volunteers — 7

DEPARTMENT ORGANIZATION

City of San Ramon
Police Services



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 65 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 CRAIG STEVENS
INVESTIGATIONS DIVISION COMMANDER

The Investigations Division Commander oversees the Investigations Unit and the Youth Services Unit. The Investigations Unit 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 Unit is comprised of a Youth Resource Officer and four School Resource Officers who serve the community's high schools and middle schools. The Unit 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 TOM LAROCQUE
PATROL DIVISION COMMANDER (WEEKDAY)

The weekday Patrol Division is under the command of Lieutenant Tom LaRocque. He is responsible for the day to day operations Monday-Thursday. He oversees three patrol teams, the Traffic Unit and the Police Service Technicians. His additional duties include scheduling, payroll and ride along requests.



LIEUTENANT CARY GOLDBERG
PATROL DIVISION COMMANDER (WEEKEND)

The weekend Patrol Division is under the command of Lieutenant Cary Goldberg 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.

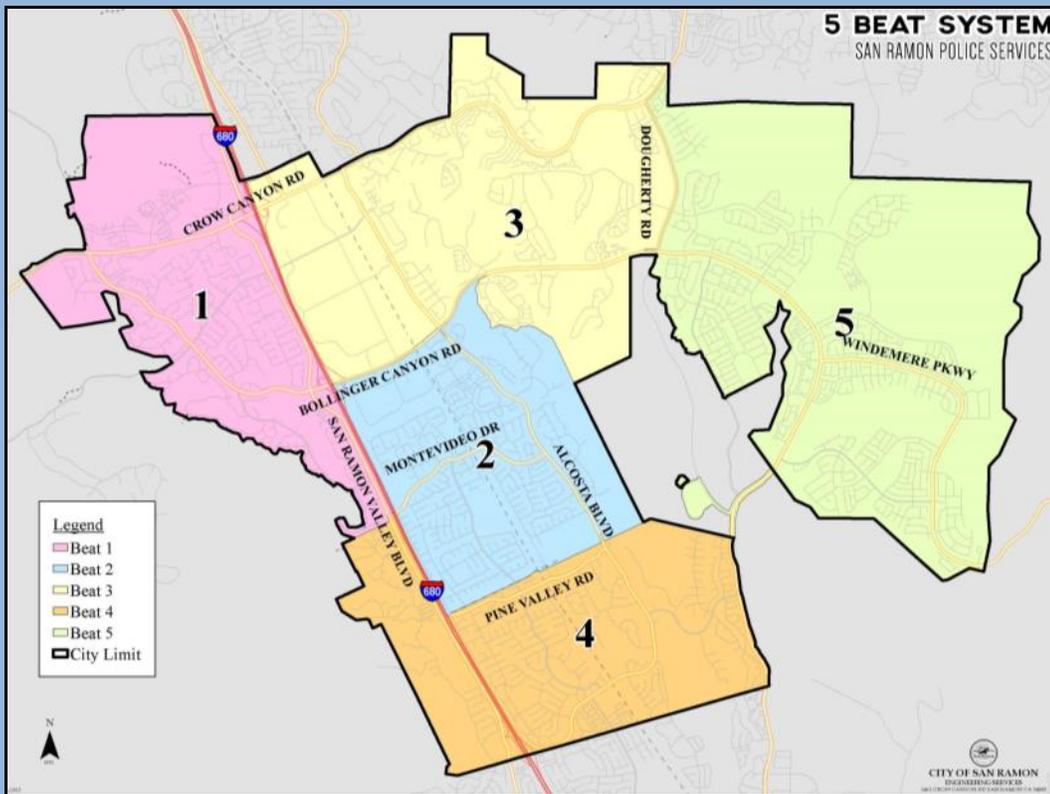
The City is currently divided into five separate geographical areas known as beats. An individual officer is assigned to each beat and is responsible for providing police service to that area. Officers are generally assigned to a specific beat on a daily basis to allow them to become very familiar with the area, residents, schools, parks and businesses. In the upcoming year, the Police Department is expecting to expand to a "6 beat" system. This is necessary due to the growth of the City in both geographical size and population. This will allow the department to add an additional officer to each patrol team and minimize some of the larger beats. The primary benefits will be having 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.

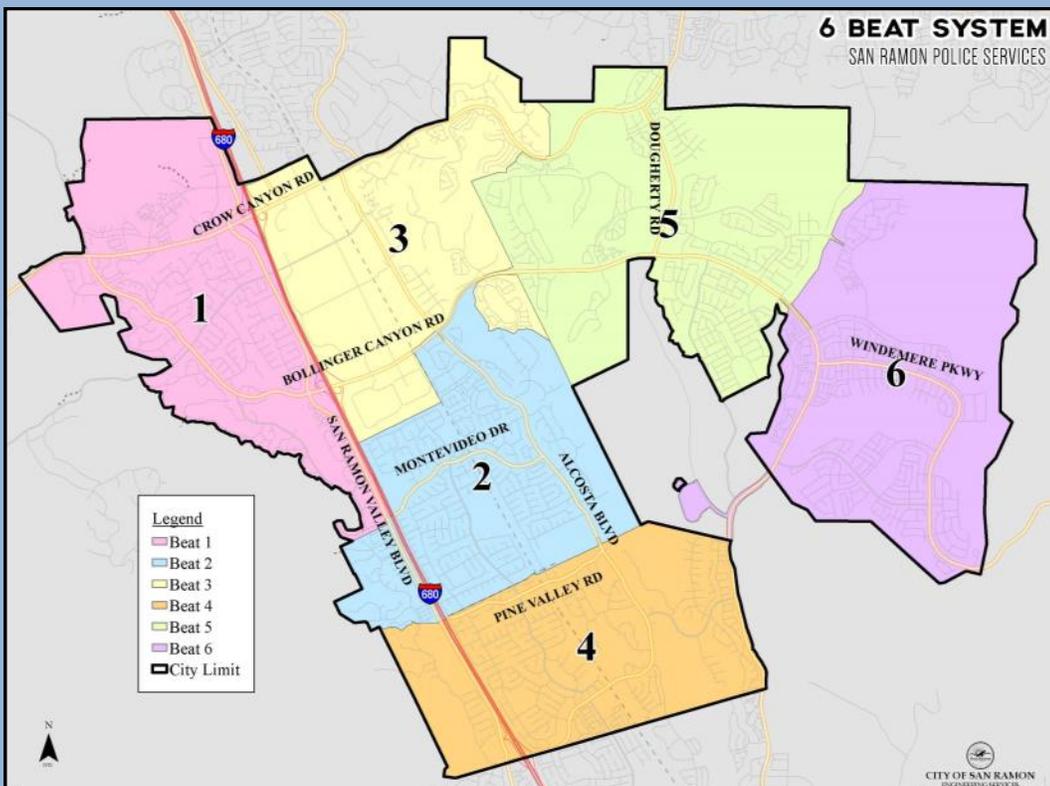
The Patrol Division currently has three Police K-9 service dogs. These service dogs frequently train with their handlers and provide a number of critical police services. These include, tracking of both suspects and missing persons, article searches, searching (sniffing) for illegal substances, building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

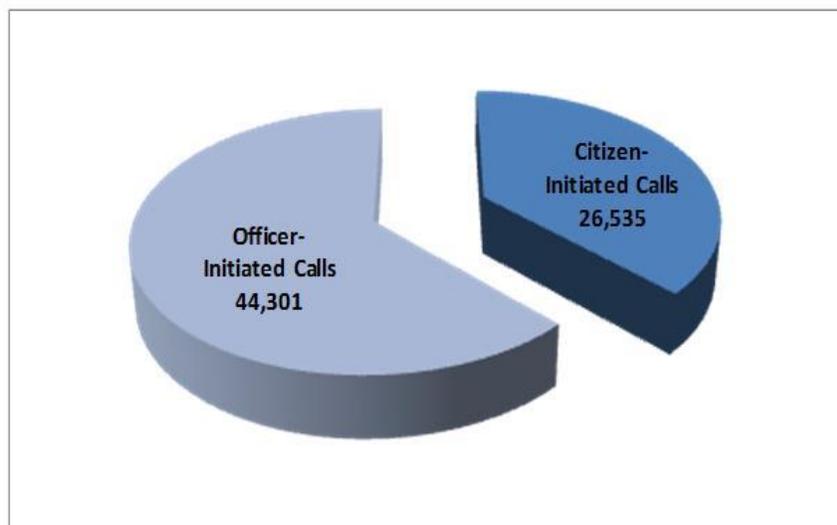
In 2015, the Patrol Division was responsible for handling 70,836 calls for service. Patrol officers are the first line of defense in a threat to public safety. These highly trained men and women place themselves at risk every day to protect the community whether responding to an accident, pursuing a 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							
	2009	2010	2011	2012	2013	2014	2015
Calls for Service	53,622	57,258	55,161	58,513	58,228	66,979	70,836
Officer Initiated	29,178	33,870	33,626	37,900	36,597	39,616	44,301
Arrests	500	574	470	440	525	637	602
Reports Written	3,870	3,979	3,453	3,460	3,482	3,530	3,697
Citizen Generated Reports (online)					144	73	136
Alarm Responses	2,857	2,582	2,492	2,645	2,749	2,860	3,148

Calls for Service

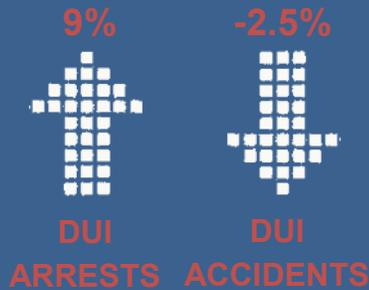
Patrol is unlike any other division within the police department because of its high visibility and frequent contact with the public. The law enforcement process is most likely to start with a patrol officer responding to a call for service or having a self-initiated call, such as a traffic stop or pedestrian 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 2015, we had 44,301 officer-initiated calls.



2015 DUI Statistics

San Ramon officers made 251 DUI arrests in 2015 — nearly a 9% increase in arrests from last year.



39 DUI arrestees were involved in a collision in 2015, versus 40 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, 43% of San Ramon’s DUI arrests had a BAC of 0.16 or higher, which is more than twice the legal limit. Officers also arrested 7 drivers with a BAC of three or more times the legal limit.

The department averaged 20 DUI arrests per month; with July having the highest number of DUI cases with 26 arrests.

Total DUI Arrests: 251
Under Age 21: 19
Above 0.16 BAC: 108
Involved in Accident: 39

DUI Enforcement

The San Ramon Police Department places a high priority on DUI enforcement. Every day, nearly 30 people die in alcohol related crashes across the U.S. In 2013, more than 10,076 people died nationwide in drunk driving crashes - that’s one every 52 minutes, according to the National Highway Traffic Safety Administration (NHTSA). NHTSA says the crime of drunk driving cost the cost the United States \$199 billion a year.

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.



Chief Joe Gorton (L) and Captain Dan Pratt (R) stand with Officers Robert Hartman and Rachel Wentz who were honored at MADD’s 2015 Law Enforcement Recognition Dinner in March. The event honored achievements by Bay Area law enforcement for outstanding efforts in DUI enforcement. In 2014, these officers made a combined 72 DUI arrests. Officers Hartman and Wentz were also San Ramon PD’s top two officers for DUI arrests in 2015 with 44 and 35 respectively.

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.

2015 Statistical Summary

Officers wrote 6,261 citations for moving violations, 727 non-moving violations, 731 courtesy warnings and 876 parking violation tickets for a total of 8,595 citations issued.



Officers and Police Services Technicians tagged 463 abandoned vehicles and towed 22 abandoned vehicles. In addition, 233 oversized vehicles were tagged and 32 were issued citations.



Citations written for suspended or unlicensed drivers went up 50% in 2015 while tickets for improper turns went down 7%.

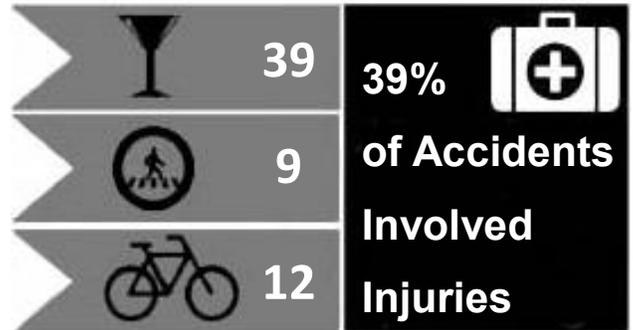
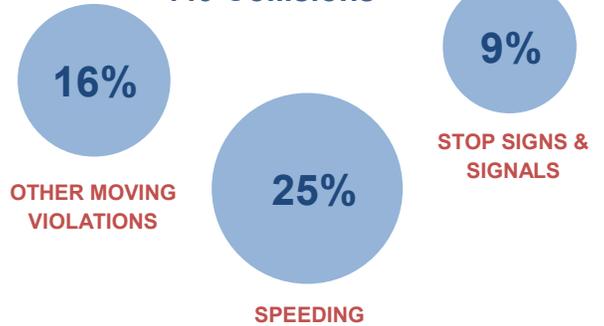


Accidents

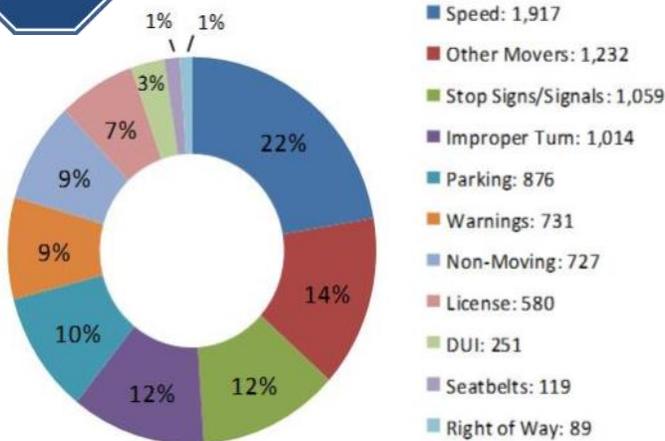


PRIMARY COLLISION FACTORS

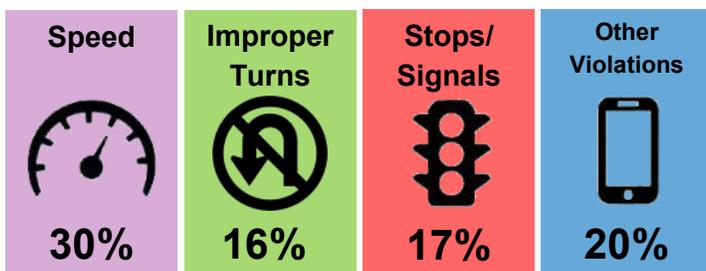
449 Collisions



8,595 Citations & Warnings



Most Frequent Moving Violations



	2011	2012	2013	2014	2015
Total Citations Issued	10,755	9,842	8,867	8,116	8,595
Moving Citations (excluding speed)	5,009	5,206	4,360	4,035	4,344
Speed Citations	2,042	1,599	1,917	1,768	1,917
Non-Moving & Parking Citations	2,774	2,271	1,976	1,869	1,603
Warning Citations	930	766	614	444	731
DUI Arrests	166	135	108	230	251
DUI Accidents	36	37	21	40	39
Accident Reports	420	433	468	436	449
Fatal/Injury Accidents	110	102	142	152	173
Fatal	2	1	0	2	2
Injuries	108	101	142	150	171
Vehicle vs. Pedestrian	8	10	5	13	9
Vehicle vs. Bicycle	18	9	10	5	12

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	2013	2014	2015
Cases Assigned to Detectives	1,121	1,184	1,324
Felony Investigations	694	620	670
Misdemeanor Investigations	361	492	571
Missing Adult/Juvenile	66	70	83
Search Warrants	19	32	25
Parole/Probation Searches	4	7	12
Value of Recovered Property	\$536,361	\$485,583	\$752,294

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 2015 include:

- Detectives received information regarding a possible illegal marijuana cultivation operation being run within city limits. During the investigation, three locations were confirmed to be operated by the same individuals. Search warrants were served in San Ramon, Dublin and Oakland. Two suspects were arrested and several hundred plants and cultivation materials were seized.
- Detectives, School Resource and patrol officers completed a six-month investigation into a Human Trafficking detail. Eventually, multiple suspects were taken into custody and witness/victims were placed into protective custody.
- Patrol officers and Detectives conducted a stolen vehicle investigation where a San Ramon resident's race car and trailer were stolen (\$140,000 loss). The investigation led to the City of Oakland where the trailer and race car were recovered and three suspects were later identified.
- Patrol officers and Detectives began an investigation into thefts from lockers at 24 Hour Fitness. After one theft, the suspects used the victim's keys to steal their vehicle from the parking lot. One female suspect was later identified and arrested. The DA's Office filed 12 felony charges and enhancements.
- School Resource Officers and Detectives conducted an investigation into unlawful sexual activity between an 15-year-old resident and a 46-year-old male from the city of Berkeley. The investigation led to the suspect's arrest and 17 charges of unlawful sexual activity. During the follow up investigation, two other juvenile victims were located.

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
2015	2,374
2014	2,205
2013	2,063
2012	1,996
2011	1,757
2010	1,782
2009	1,922
2008	1,724
2007	2,025

False Alarm Warning Letters Issued in 2015:
Commercial Locations: **137**
Residential Homes: **153**

Violation Fines Issued by the City in 2015: \$6,650

False Alarm/Fee Schedule	
2 in 90 days	Warning
3 in 90 days	\$50
4 in 90 days	\$200
5 in 90 days	\$300
More than 5	\$200 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.

Evaluating response times across the city has led to the development of a sixth patrol beat, which will be implemented in March 2015.

False Alarms

In 2015, San Ramon Police received a total of 2,374 false alarm calls, which increased by 169 calls over last year. Of these calls, 607 were attributed to commercial businesses, 392 at schools and public facilities and 1,375 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.

K-9 UNIT

San Ramon Police's K-9 Unit continued into its 15th 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.

IN MEMORIAM DAR



2000 — 2015

Dar, the department's first K-9, passed away in January 2015. He retired in 2013 after 10 years on the job with his human partner, Officer Marty Echelmeier.





Officer Christopher Bruce and Bongo (center)

Bongo and Officer Christopher Bruce became partners in July 2010. Bongo is a 9-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.

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 6-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 2013. Originally, Central County SWAT was comprised of members from the San Ramon, Martinez and Walnut Creek police departments. In December 2015, the team welcomed officers from the Pleasant Hill Police Department.

The mission of the Central County SWAT Team is to safely resolve critical incidents. Law enforcement officers from these four 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 or 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.

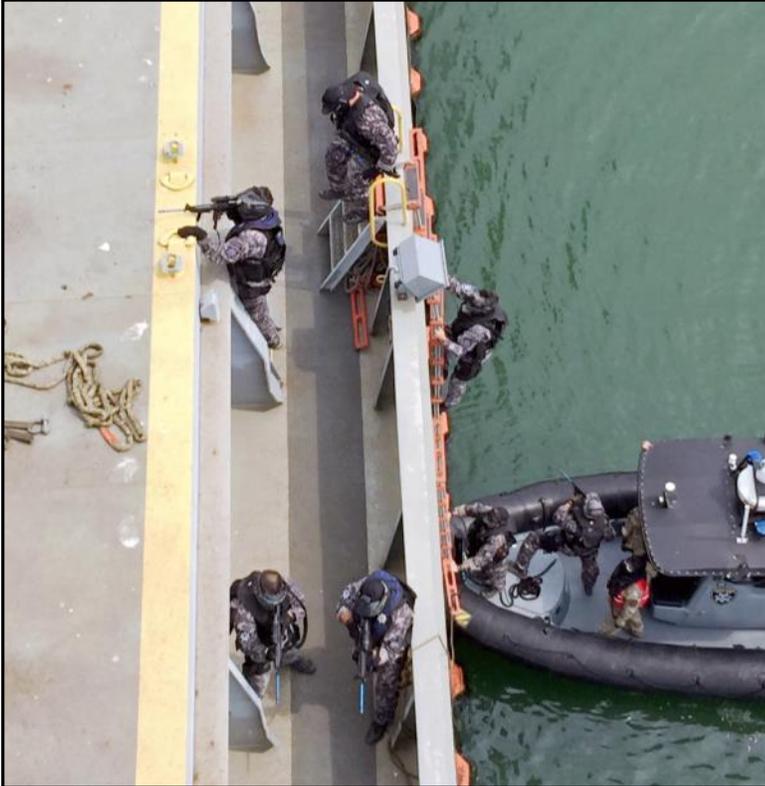
Central County SWAT Team members serve on the team as a collateral duty performed in addition to their regular assignments. Team members are on call 24 hours a day, 7 days a week. San Ramon Police Lieutenant Denton Carlson is the Central County SWAT Team Commander.

Urban Shield

The Central County SWAT Team participated in the Urban Shield event again in 2015. The event, which is hosted by the Alameda County Sheriff's Office, began on September 11 and continued, for 48 straight hours, through September 13. 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.

Best in the West

In 2015, the Central County SWAT Team also participated in the Best in the West Invitation SWAT Competition, hosted by the Santa Clara County Sheriff's Office. This annual event has been held since 1992 and this year 25 SWAT teams from across California and Nevada participated. Over two days, these teams participated in numerous grueling and high stress events which put their physical fitness, tactics and marksmanship to the ultimate test. After all events were completed, the Central County SWAT Team took home several awards and finished as the top overall team from Northern California.



SCHOOL RESOURCE OFFICERS



The San Ramon Police Department has four School Resource Officers: Cpl. Tami 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 John Cranford (left), Cpl. Randy Ritter (middle) and Explorer Tyler Mosbacher (right) talk helmets and bike safety during a Bike Rodeo on the Montevideo Elementary School campus.

Highlights

In 2015, there were 116 cases assigned to the YRO:

- 14 felonies committed by juveniles (up 75% over 2014)
- 31 misdemeanors by juveniles (down 16% over 2014)
- 66 reported runaway juveniles
- Out of the 116 cases, 50 were criminal
- 10 juveniles were referred to the Juvenile Diversion Program
- 27 juveniles were referred to the Juvenile Probation Department or District Attorney
- 11 Assessments were conducted

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

Battery.....	6
Theft (Petty & Grand).....	6
Under the Influence.....	0
Weapon Offenses	7
Poss. Drugs/Alcohol.....	8
Sex Crimes-Juvenile	
Suspects	3
Vandalism	6



Youth Resource Officer
Dave Williams

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 2015 HONOR GUARD:

SERGEANT TODD SANTIAGO
OFFICER MARTY ECHELMEIER
CORPORAL ROB RANSOM
OFFICER RACHEL WENTZ

LIEUTENANT CARY GOLDBERG
OFFICER DAVE WILLIAMS
OFFICER CHRIS BRUCE
OFFICER JOHN DANIELSON

OFFICER RICK GONZALEZ

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 14 to 21 years old an opportunity to experience how a police department functions and to prepare for a challenging career in law enforcement. The program is part of the Boy Scouts of America education program.

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

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

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 two advisors, Officer M. Gunning and Corporal R. Ransom.

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 wide variety of subject areas including criminal law, crime investigations, use of force issues, narcotics and more. 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:

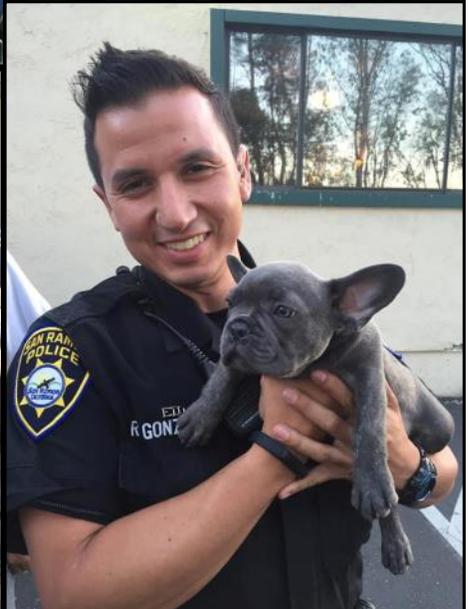
- Have students understand and communicate with San Ramon Police employees.
- Develop a better understanding of law enforcement and the criminal justice system.
- Encourage students to share their academy experiences with their peers.
- Introduce the students to possible career opportunities in law enforcement 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 rose by 20% over 2014.

The table to the right reflects a small increase in Violent Crimes (murder, forcible rape, robbery, aggravated assault and battery) and a 20% increase in Property Crimes (burglary, larceny/theft, motor vehicle theft and arson) in 2015.



Overall Crime
20 %

Crime Rates per 1,000 Residents

	Violent	Property
Danville (43,691)	0.36	11.26
Pleasanton (74,850)	1.16	22.07
San Ramon (78,561)	0.34	11.51
Walnut Creek (66,868)	1.36	38.17

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 2015, there were 9 arsons in San Ramon, compared to 2 cases in 2014.

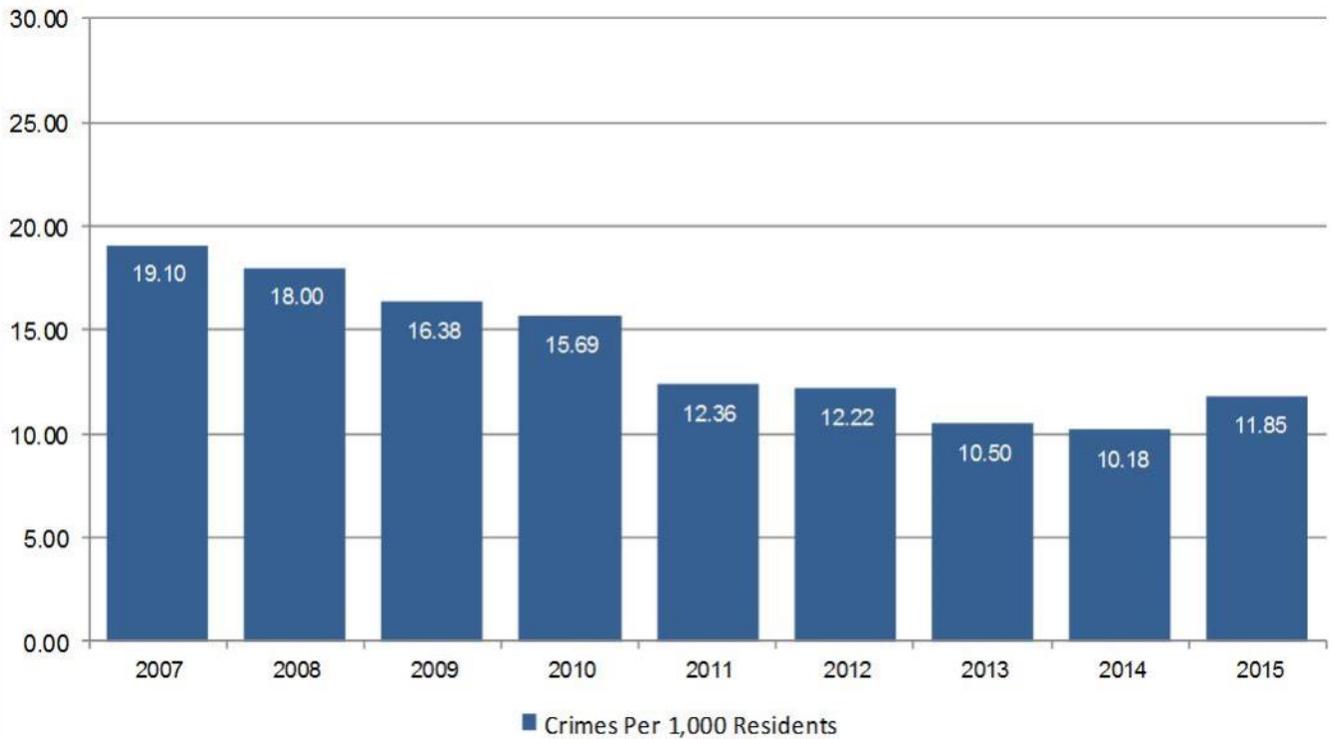
Uniform Crime Reporting Statistics					
Part I Crime Totals	2011	2012	2013	2014	2015
Murder	0	0	0	0	0
Forcible Rape	1	3	0	3	4
Robbery	11	13	14	11	13
Aggravated Assault	16	29	13	9	10
Burglary	166	147	171	209	146
Larceny/Theft	641	633	486	463	654
Motor Vehicle Theft	63	71	105	77	95
Arson	6	9	9	2	9
Total Offenses	904	905	798	774	931

San Ramon experienced only a slight uptick in violent crimes, however, consistent with the region and state, the city experienced significant increases in property crimes which accounts for much of the overall increase in the crime rate. Decreases in total burglaries caused by shifting what was once considered a burglary to a lower-level theft was a result of Proposition 47 passed by voters in 2014. Proposition 47 reduced many property and drug crimes to misdemeanors from felonies shifting the classification of some crimes. Since the passage of Proposition 47 the city as seen a steady increase in property crimes.

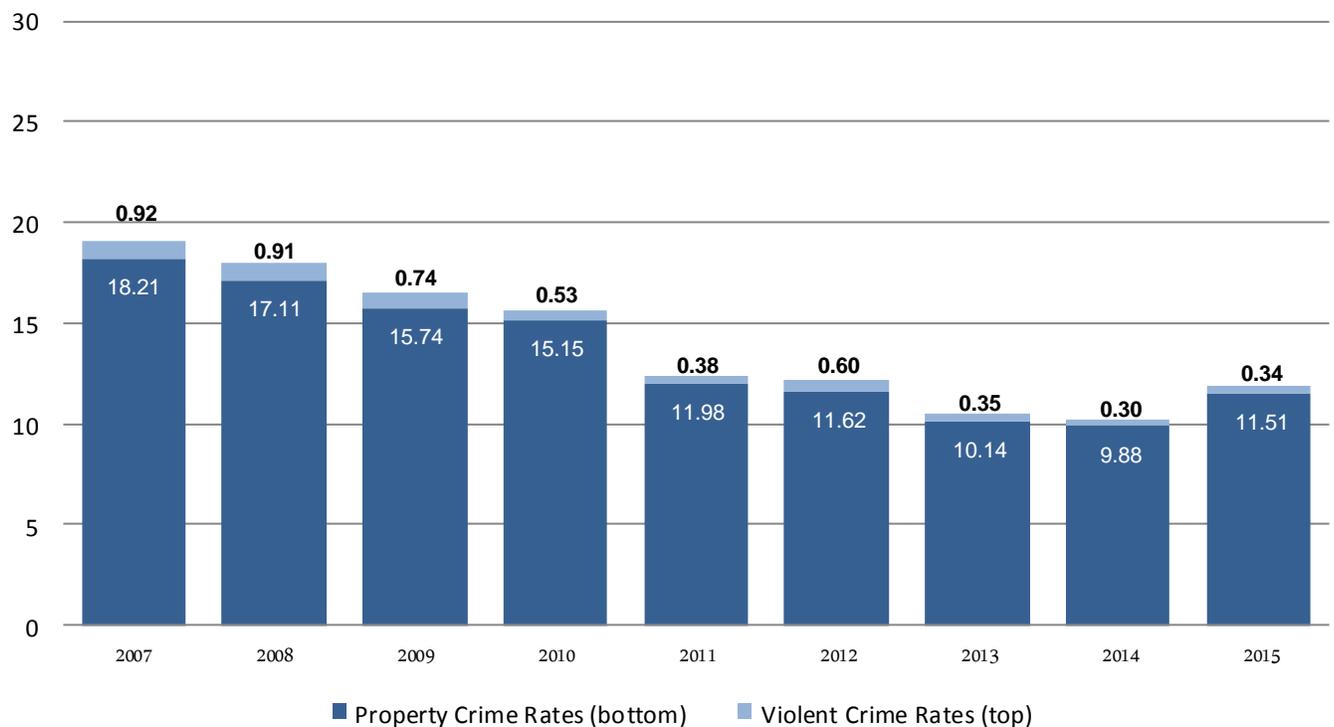
In addition to enforcement, the Police Department augmented its crime prevention efforts with the goal of mitigating the rise in crime. Increased proactive patrol and an enhanced community engagement strategy has been employed to fight crime through prevention and collaboration.

2015 Part 1 Crimes — Local Comparison			
Part 1 Crimes	Pleasanton	San Ramon	Walnut Creek
Murder	0	0	1
Forcible Rape	13	4	2
Robbery	40	13	28
Aggravated Assault	34	10	60
Burglary	232	146	342
Larceny/Theft	1,255	654	1,962
Motor Vehicle Theft	160	95	245
Arson	5	9	4
Total Offenses	1,757	931	2,644

PART 1 CRIMES



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



*These graphs include arson and exclude simple assault statistics, which differs from previous Annual Reports.

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, Property and Evidence, 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 MIKE BOEHRER

ADMINISTRATIVE SERVICES DIVISION COMMANDER

The Administrative Services Division is under the command of Lieutenant Mike Boehrer. The Division's mission is to support the operational needs of the police department. The Administration Services Division is comprised of four different functional areas: Finance, Executive Support, Records and Property/Evidence.



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 TERENCE REEDER

PROFESSIONAL STANDARDS DIVISION COMMANDER

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

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 two Administrative Coordinators and a part time employee. The Administrative Support Services Division continually strives to provide quality customer service to the department and the public.

Executive Support

The Administrative Coordinator provides support to the Police Chief and the department's Command Staff. She prepares a variety of monthly statistical reports for the department, City Manager and City Council. 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.

The Administrative Coordinator is responsible for special projects and assignments within the department. She monitors, answers and forwards citizen inquiries, complaints and commendations to the appropriate division. She is also the liaison for multiple agency background checks.

The Administrative Coordinator also oversees access to the building, working with other departments and outside vendors to ensure department security.



Theresa Sanchez

Financial Support

The Financial Coordinator analyzes department overtime, equipment expenditures, purchasing requests and overall program costs. As the City continues to face economic challenges it's critical to evaluate budget reductions that would yield the smallest impact to core services and operations while allowing the department to provide the highest level of service.

To offset economic burdens, the Finance Coordinator seeks local, state and federal grants for supplemental funding. The department continues to participate in the Bulletproof Vest Program, the Edward Byrne JAG grant, and also receives funding from the state in support of our Youth Resource Officer Program through the Supplemental Law Enforcement Services Funds.

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



Jenni Vasquez

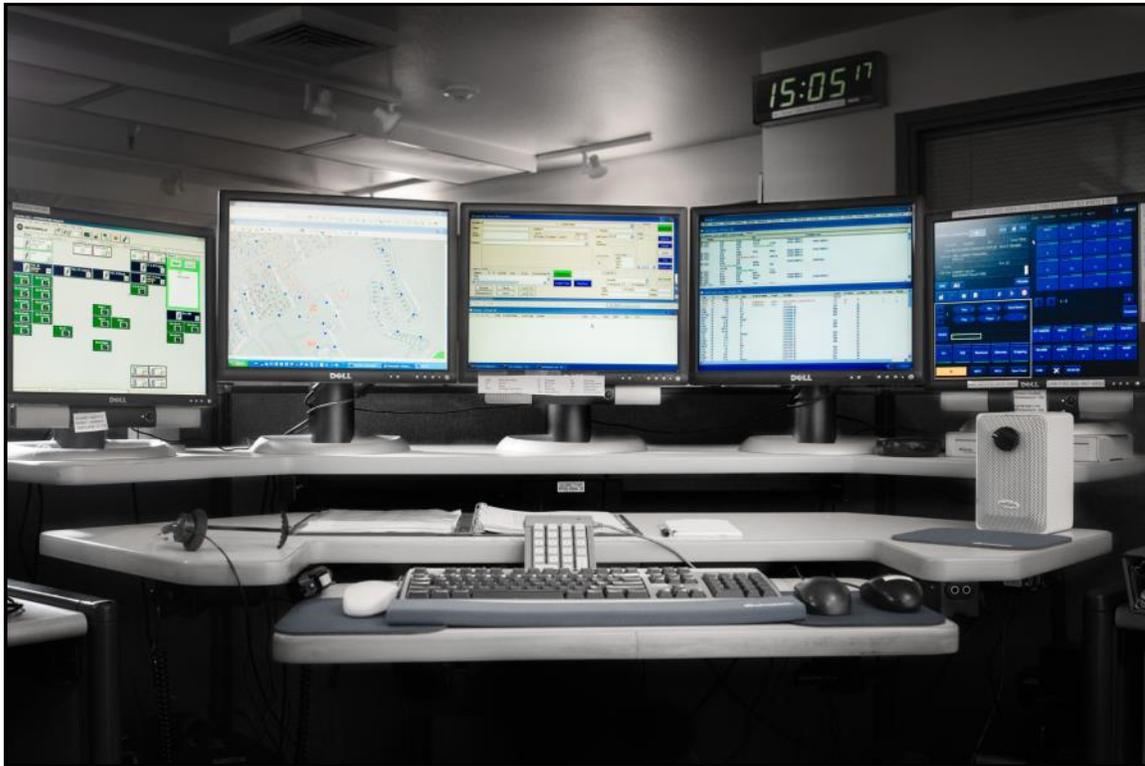
Licensing and Permits

Under the direction of the Chief of Police, the Crime Prevention Specialist administers licenses and permits issued by the department. The Specialist maintains these records and processes each request. This ensures the citizens doing business in the City of San Ramon have met all the requirements set forth in our ordinances for compliance.



Darlene Kittredge

SAN RAMON VALLEY 911 COMMUNICATIONS CENTER



To further enhance the safety of the community and our officers, the San Ramon Police Department has partnered with the San Ramon Valley Fire Protection District to develop a consolidated, state of the art, primary Public Safety Answering Point (PSAP) for police, fire and emergency medical services. The San Ramon Valley 911 Communications Center is staffed 24 hours per day and operates with nine full-time Public Safety Dispatchers, three Dispatch Supervisors and a Communications Center Manager.

The benefit and intent in this newly formed PSAP:

- Improved call processing and reduced response times to all emergency calls for service
- Enhanced communication and coordination between police and fire
- First and only point of contact for general public requesting emergency services
- Wireless phone calls routed to directly to the new, locally located PSAP
- Local dispatchers more familiar with geography, city landmarks and community concerns/issues

Public Safety Dispatchers are trained in call taking to 9-1-1 State of CA standards. They provide pre-arrival instruction to responding emergency personnel utilizing the Medical Priority Dispatch system and have been recognized by the International Academy of Emergency Dispatch as an Accredited Center of Excellence.

The San Ramon Valley 911 Communications Center is equipped with state of the art voice, data and wireless 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 the automated vehicle location utility and provide navigation capabilities.



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/Simulation	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	1 Instructor
Conductive Energy Device	6 Instructors
Regional SWAT Team	10 Members
*Crisis Negotiators	3 CNT

In 2015, the San Ramon Police Department provided approximately 12,528 hours of training, both in-house and outside the agency. This included short, daily training sessions on department policies through scenario based training and its real world application.

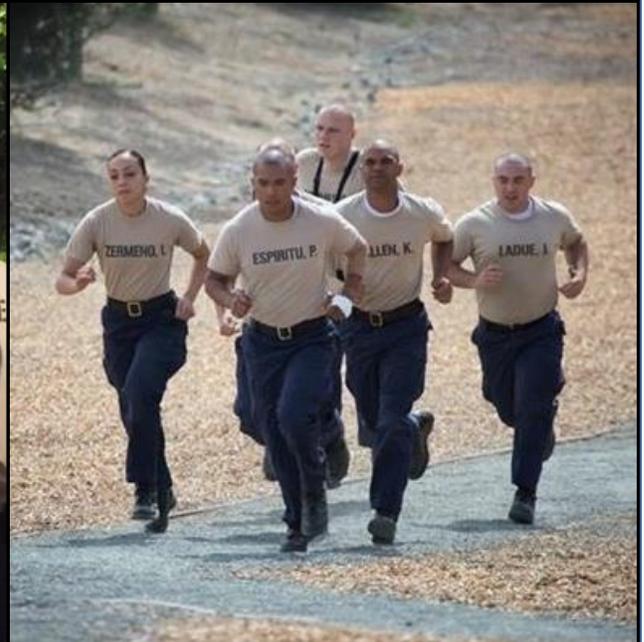


San Ramon firearms instructors (L-R) Cpl. Mike Schneider, Sgt. Steve Brinkley and Officers Matt Malone and Jim Mahoney.

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 2015, the Policy Manual was updated twice, and personnel were kept abreast of these modifications.

NEW RECRUITS



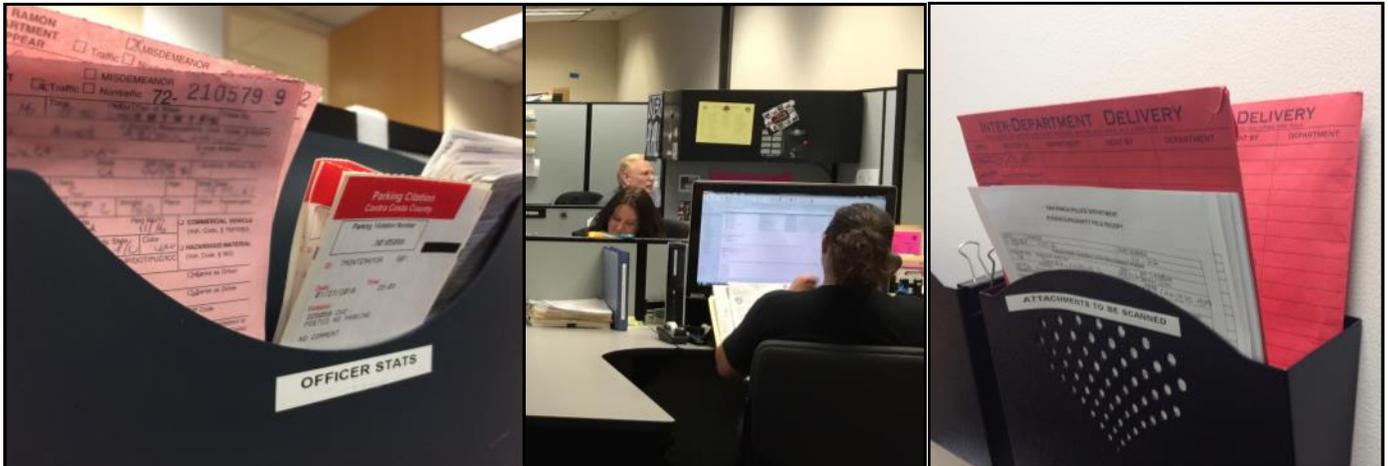
For the second time in its history, the San Ramon Police Department put recruits through the academy. Previously, the department relied on hiring experienced, lateral officers to fill the ranks. With the growth of the city and department, two more entry level officers were given the opportunity to start their careers with San Ramon.

These officers were selected after a vigorous background and interview process and they attended a full-time, six-month police academy at the Contra Costa County, Office of the Sheriff, Law Enforcement Training Center.

After successfully completing the academy, Officers Dimitri Tyrovolas and Patrick Espiritu (L-R) were sworn in as San Ramon police officers on Nov. 19, 2015. Each new officer must then pass Field Training, spending at least 600 hours with senior San Ramon officers before going on patrol alone.



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 2015, Records Technicians completed data entry on more than 3,700 police reports and nearly 8,600 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 Specialist and six 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 24/7 "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 seven days a week from 7 a.m. to midnight. The on-duty sergeant covers records between midnight and 7 a.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 release of sensitive criminal justice information.



Mary Gentry
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 6 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.

EVIDENCE & PROPERTY UNIT

The Evidence and Property Technician is responsible for the proper collection, control, storage, safekeeping, release and disposal of all property and evidence which comes under control of the San Ramon Police Department.

The department maintains a property and evidence storage room and an additional 400-square-foot storage facility. The Evidence Technician is responsible for maintaining the security and control of over 13,000 items of evidence and property.

The Evidence and Property Division is managed by a Police Services Technician, whose work involves frequent contact with the public, requiring them to have effective interpersonal and communications skills. The position also requires that the technician be able to work with minimum supervision. The technician must have the ability to communicate orally and in writing, be familiar with computer operations and maintain a positive working relationship with a variety of individuals and organizations.



Jessica Simonds
Evidence Technician

The Evidence Technician's primary assignment is to accept, log, classify, store, dispense, destroy and release property and evidence to its rightful owner, for court presentation and/or for destruction and auction. The technician also acts as a liaison between the department and other state and local law enforcement agencies.

This unit has constant checks and balances including audits, inventories and random spot checks performed throughout the year to assure all policies are being followed. The technician must not only be familiar with the laws regarding evidence handling, but also safety regulations for hazardous items.

The technician is responsible for purchasing items and maintaining a budget for the division. The technician also trains officers and other technicians on policy and procedure updates for evidence collection and packaging. Due to frequent changes in the law, policies and procedures are updated in the evidence manual at least once a year.



Each year, hundreds of items taken as evidence, safekeeping or found property filter through the Evidence and Property Division. Officers book everything from firearms and ammunition to knives, drugs, laptops, car parts, wallets, purses, backpacks, tools and other random items.

COMMUNITY RELATIONS & CRIME PREVENTION DIVISION

This new division was created in 2015 for the purpose of increasing the San Ramon Police Department's interaction with the people who live in, work in, and visit the city. Through numerous community outreach programs, our goal is 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, and Emergency Preparedness Programs. In managing these programs, we strive to provide the most up to date and relevant crime prevention and emergency preparedness information and tools to the community members we serve.



One of our newer avenues of communication is through the San Ramon Police Department's multiple social media outlets. Since mid-2015, the Community Relations Division has been actively sharing information through the San Ramon Police Department's Facebook page and Twitter account as well as on the community based information sharing 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 people what services we provide.

In addition to the above programs, the Division is responsible for the review, approval and issuance of solicitor permits and for those seeking permits to operate as a massage therapist or to open a massage based business. During 2015, 78 permits were reviewed, of which 76 were approved. The Community Relations and Crime Prevention 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 Relations 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: CITYOFSANRAMON 
- nextdoor.com 

#COPSLOVELEMONADE

#SRPD

#SELFIE

#NATIONALNIGHTOUT

#CRIMEPREVENTION

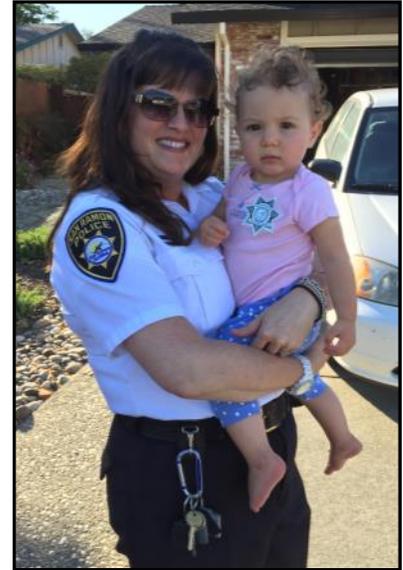
CRIME PREVENTION

Crime prevention is essential to every city. The Crime Prevention Unit has educated many residents, groups and individuals on the importance of crime prevention and how not to become a target of a crime. They have done this through presentations, classes and as guest speakers throughout the City.

The Crime Prevention Unit 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. Knowing your neighbors, and therefore who belongs in the neighborhood is essential to the program.

The Crime Prevention Unit also coordinates and attends special events throughout the year. The CPU presented at numerous events in 2015 including: She's All That, If I Were A Thief and Coffee with the Cops. National Night Out was also a successful event, with teams visiting all registered groups throughout the City. Participating in public relation events and presenting to groups promotes the need and importance of Crime Prevention and how it relates to our daily lives.

The Crime Prevention Unit is also involved in many associations pertaining to Crime Prevention and the other programs administered by this division. These programs include but are not limited to California Crime Prevention Officers Association, International Crime Free Association and the National Association of Town Watch just to name a few.



Above right , Crime Prevention Specialist Darlene Kittredge badges a new recruit during National Night Out on Tuesday, August 4, 2015. Bottom left, K-9 Officer Al Mollen and his dog, Hector, greet residents at a neighborhood event for NNO. At right, Cpl. Rob Ransom and Explorer Sam Klopstock Hang out with some of the city's younger residents.

CRIME FREE PROGRAMS

Crime Free Multi-Housing

The San Ramon Police Department is entering its eighth year of participating in the Crime Free Multi-Housing Program. The program is not only about crime management and crime prevention; it's about quality of life for the residents of the apartment communities and surrounding neighborhoods. The success of this program is evident in the statistics used to evaluate the program. Since the program began, calls for service at participating apartment communities have dropped by 60 percent and arrests are down 65 percent. Simply put, this program works!

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. The program is honest and direct. It is designed to be easy, yet very effective in reducing crime in rental properties. The program utilizes a unique three-part approach that ensures the crime prevention goal, while maintaining an approach that is very tenant friendly.

- **Phase I** involves an 8-hour seminar presented by the San Ramon Police Department's Crime Free Coordinator. Topics include: crime prevention, crime prevention through environmental design (C.P.T.E.D), active property management, the eviction process, combating illegal activity, drug awareness and gang awareness.
- **Phase II** is a security assessment of the rental property to certify that the minimum security requirements have been met.
- **Phase III** requires the rental community to host a tenant crime prevention meeting/party to promote Crime Free Multi-Housing.

There are eight apartment communities that are fully certified in all three phases of the program. Several others are in the final stages of certification. Currently, 17 of the 21 apartment communities in San Ramon participate in the program.



Crime Free Business

The Crime Free Business Program is available to those businesses that request it. We can provide training to businesses on what to do in the event of robbery or other critical incident. We have training materials and videos to share with employees to educate them on best practices during a critical incident and how they may prevent them from occurring.

SRPD continues to offer Crime Prevention analysis to those businesses upon request. Three members of the San Ramon Police Department have been trained in Crime Prevention Through Environmental Design or CPTED by the National Institute of Crime Prevention.

EMERGENCY PREPAREDNESS

October 2015 saw a lot of shaking in San Ramon. The United States Geological Survey (USGS) registered over 600 earthquakes in the San Ramon area. Although none of these shakers were large enough to cause damage, they were a good reminder for all of us about the importance of emergency preparedness.



The City of San Ramon continues to be at the forefront of Emergency Management. The Office of Emergency Management falls under the scope of the Police Department and is part of the Community Resource Division. Over the past several years, the Office of Emergency Management has developed a detailed Emergency Operations Plan (EOP) should a significant event occur in or around San Ramon. This EOP is over 500 pages in length and encompasses all aspects of the City of San Ramon's Emergency Management planning. It includes preparedness, mitigation, response, and recovery planning for the entire City. A portion of the EOP is dedicated to the management and operations of our Emergency Operations Center (EOC). The City of San Ramon maintains both primary EOC and secondary EOC to ensure the continuity of operations if a disaster renders the primary EOC unavailable. Once construction of the new City Hall is completed in 2016, the City of San Ramon will have a third EOC option available for use during a critical incident.

All San Ramon employees are designated Disaster Service Workers. If a large scale event occurs, and it directly affects the City of San Ramon, all of our employees will be required to respond to San Ramon and assist in the response and recovery efforts. In order to manage the emergency, and all the city resources, our EOC will be operational 24 hours a day and will continue to do so until the event has stabilized and the primary response and recovery stages are completed. The main function of our EOC will be to plan and coordinate the response and recovery efforts by City of San Ramon employees. Additional support for the response and recovery will come from outside agencies as needed. This is known as mutual aid. If outside support is necessary, the EOC staff will also coordinate these resources and any support from state or federal responders.

As you can imagine, this type of response requires a significant amount of planning and coordination but, this is exactly what our Emergency Operation Center will do. Throughout the response and recovery process, San Ramon employees inside the EOC will continually assess the needs of the community, plan the necessary responses, and coordinate the resources needed to accomplish the goals set in place.

The City of San Ramon is prepared for a disaster but it is also important that you and your household are ready. We recommend at a minimum, you maintain 72 hours of supplies in your household. Although 72 hours is the minimum, a week's worth of supplies would be better. For numerous suggestions on emergency preparedness for you home, please visit www.BeReadySRV.org. This website explains the collaborative preparedness work that has been accomplished by the City of San Ramon, San Ramon Valley Fire Protection District, San Ramon Valley Unified School District, Town of Danville, and Contra Costa County. Together we have gathered recommendations on household supplies, planning documents, special needs assistance, resources, and numerous other areas to consider so you can make sure you and your families are ready should a disaster hit the San Ramon area.





Fleet Manager O.J. Plotner and one of the department's new 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 was selected as the best, rear-wheel drive candidate to replace the now, out of production Ford Crown Victoria police car. A lot of research and work went into designing the officers' "work space" and a trunk cabinet to house the emergency equipment electronics. A total of 18 Charger patrol cars with model years from 2013, 2014 and 2015 have become part of the fleet, providing a more advanced patrol car with far better handling, braking and police equipment necessities.

In the 2016-17 fiscal year, we will likely see the end of an era as we seek to replace the remaining, all white Crown Victorias with the dark blue and white hues and silver star of the Dodge Chargers.

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.

VOLUNTEERS



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.

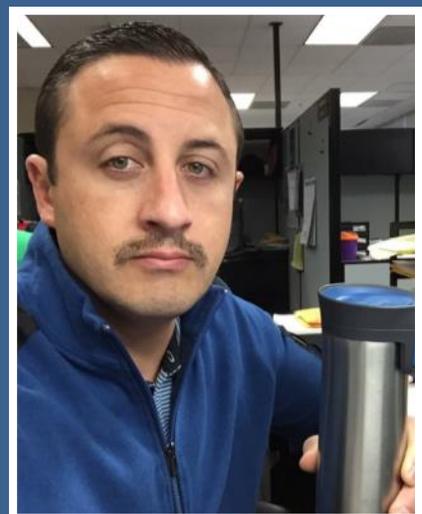
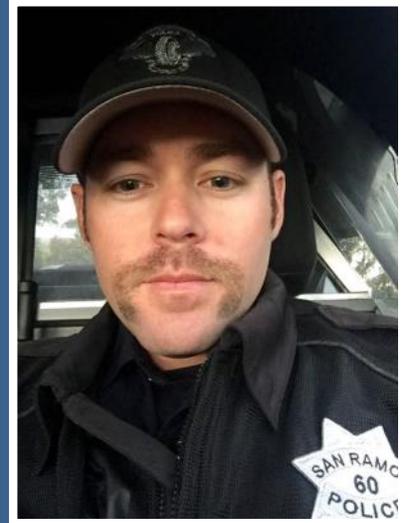
Volunteers work closely with our Crime Prevention unit assisting with the Neighborhood Watch program, local meetings, the Citizen Academy, Youth Academy and the "If I Were a Thief" program.

In 2015, the Volunteers worked more than 2,000 hours. Special Recognition for 2015 goes to Nayan Mody for being selected as the San Ramon Police Department's Volunteer of the Year!

NO SHAVE NOVEMBER

Those aren't mug shots....just a Chief, Lieutenant, a couple Sergeants, a Corporal and a few Officers who grew some upper lipholstery for the month of November.

Several members of the department participated in "No Shave November" and raised over \$2,600 for the California Prostate Cancer Coalition while growing with some stellar mustaches.



 YOU A QUESTION

DEPARTMENT ROSTER

Jason Barnes	Jacob Benjamson	Craig Bennigson
Josie Bigger	Mike Boehrer	Bongo
Steve Brinkley	Chris Bruce	Kelli Bryson
Paul Burke	Marisol Camarena	Denton Carlson
Pat Cerruti	Becky Chestnut	John Cranford
Jon Danielson	Bill Doherty	Marty Echelmeier
Chelsea Edwards	Kevin Ellis	Patrick Espiritu
Steve Fajardo	Seaton Fajeau	John Gardenier
Brian Gardner	Mary Gentry	Cary Goldberg
Michelle Goldberg	Rick Gonzalez	Joe Gorton
John Goyich	Mike Green	Mark Gunning
Jeff Hahn	Ray Hamilton	Robert Hartman
Clauvette Hartway	Hector	Kelly Jansen
Nathan Jones	Jeff Kim	Darlene Kittredge
Tom LaRocque	Jim Mahoney	Matt Malone
Abe Medina	Al Molien	Jennifer Montemayor
Troy Montemayor	Joe Moore	Eric Navarro
Mike O'Day	Chris Pedro	Leysy Pelayo
Jared Pereira	Rich Persson	Michael Pistello
O.J. Plotner	Valerie Powell	Dan Pratt
Robert Ransom	Terrence Reeder	Michael Richardson
Cliff Rider	Randal Ritter	Dave Roach
Marty Ryan	Theresa Sanchez	Todd Santiago
Michael Schneider	Dave Schulz	Matt Scully
Senna	Jessica Simonds	Robert Steaveson
Jonathan Stephens	Craig Stevens	Keith Testerman
Demetri Tyrovolas	Hollis Tong	Jennifer Vasquez
Eric Webb	Rachel Wentz	Dave Williams
Katie Williams	Tami Williams	Sophia Wrangham

**SUCCESS IS NOT AN ACCIDENT, SUCCESS IS ACTUALLY A CHOICE.
— STEPHEN CURRY**

QUALITY ASSURANCE

2015 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 (219) responded that they were very satisfied; 53 percent (246) responded they were satisfied; and less than 1 percent (2) reported being dissatisfied.

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.

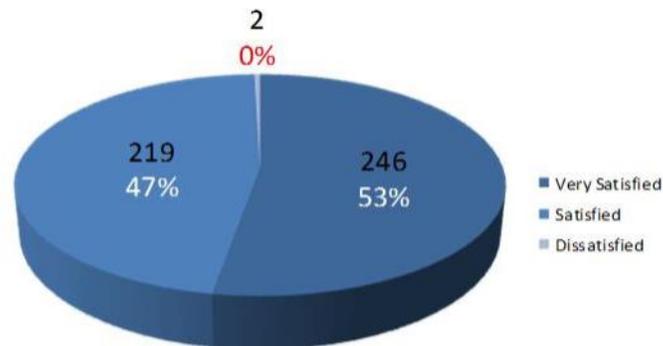
The contact serves the following purposes:

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.

San Ramon Police 2015 Quality Assurance



What the community had to say:

- “Officer Testerman treated me like a human, considering the circumstances.” - a DUI arrestee.
- “You guys were very busy at the time. I appreciated him calling back. He was kind.”
- “He was very professional. He explained what I needed to do next. I was very satisfied.”
- “He was wonderful. It gives me faith that there are still people like him in the world.”

LETTERS OF APPRECIATION



Just wanted to offer my heartfelt gratitude to everyone at the San Ramon Police Department for doing such a GREAT JOB recovering my car in only three days after it was stolen. You just don't know what this means to me. Your response, herculean effort and the extra diligence in recovering the car was OUTSTANDING. You should all be very proud for what you do every day. Congratulations on a job WELL DONE and, as always, be safe keeping us safe.

Chief Gorton,

I am currently enrolled in the Citizen Police Academy. Last Saturday I had my "ride along" with Officer Bennigson. During the ride along I witnessed some of the things that you told me in class. I witnessed Officer Bennigson be a counselor to a young man who just had his bike stolen, I witnessed him being a calming mediator to a couple who wanted him to punish a man involved in a road rage incident 10 days prior. I witnessed him rushing to a scene where there was an accident involving a stroke victim. After he returned to the car his first words were, "Isn't that cool, a person has a stroke and the driver of the vehicle that was hit calls 911. I listened to him call two women who had separate identity theft issues with the intelligence of a banker, and the soothing voice of a professional therapist. Lastly I witnessed him conduct a traffic stop for someone who ran a stop sign. The driver was verbally warned. When we pulled up to the driver at a subsequent stop sign, the driver waved at us with a look of admiration. Please thank Officer Bennigson for me and pat yourself on the back for hiring a fine man and a competent officer.

Dear Officer Pereira and Officer Scully,

I wanted to thank both of you for how professional and understanding you were while handling my case in the manner both of you thought was best on [redacted]. With all the publicity surrounding the police officers today, I have to thank Officer Pereira and Officer Scully for their professional mannerism in which they handled my arrest on [redacted]. While they were doing their jobs, both of the officers took the time to talk with me to find out what happened, find out what type of person I am, to not only make a decision based off of the evidence but took everything into consideration in handling my case. I believe they saw I knew I had made a mistake and I was taking ownership over my actions. Therefore, instead of taking me to jail for a couple days they cited and released me to my dad because I believe they knew I had learned my lesson.

I also wanted to thank both of them for not only seeing the good in me but also my friends and releasing them as well. I didn't know what was going to happen and I was very scared during this whole incident, they very well could have taken all of us to jail and not have thought twice about it, but they saw my sincerity about how I knew I had messed up and that I knew I needed to make some serious changes in my life. I defiantly would have chosen better circumstances to getting to know both of you. I want both of you to know, you made a big impact in my life that night and made me realize that I needed to get my life together and get back on track.

I am happy to tell you that, after how both of you handled the situation and both of your guidance, I decided to start attending AA and NA meetings again. I also have decided to check myself into an outpatient rehab in order to start living my life the way I know I should and becoming the man I know I have potential to become.

Both Officer Pereira and Officer Scully showed they really are there to protect & serve, and they really do care about the people they encounter and actually try and make a difference in someone's life who really needs help. While both of them were tough and straight forward about everything, they also did teach me some very valuable lessons and for that I am grateful for them taking the time to make me reflect about what could happen if I keep going down this path.

Thank you both for handling everything the way that you did, I can never express enough how grateful I truly am for: talking with me, being so respectful, and doing everything you could to help me, and at the same time teach me a valuable lesson, "there can be severe consequences to my actions". I will never forget the last statement you made to me before I left, "Make Smarter Choices". I believe that I truly have turned the corner and I am hopeful that with the support from my family that I will make it through this process. Thank you both for everything you did.

Sincerely
[redacted]

Dear Chief Gorton,

I am writing to thank several of your officers for their help on Saturday, January 9, 2016, and to compliment you for their training. I called the police that evening because my wife, [redacted] had been gone from home for a long time and I was worried. Several officers (three?) came to our house and talked with me about my problem, during which time I got a call from an officer in the Livermore Police Department, telling me that they had stopped my wife in their territory and I could come and get her; she was OK but confused about where she was. My interview with your men was over and I prepared to go down to [redacted] to get her when one of your men told me he would take me there. That was a great help: without that help I would have ended up with two cars in Livermore and no way to get both of them home. So I rode down to where my wife was, got in her car and I took her home safely.

I told the officer who drove me down that I felt this wasn't part of his job and that I was grateful for his kindness, but I failed to get his name, or even those of any of the officers who talked with me that evening. I want you to know what they did for me, above and beyond the call of duty (in my opinion) and how much it meant to me and my wife. I got her home with no damage done. My thanks to you and the men on your force who helped us.

Sincerely yours,
[redacted]

Dear Mr. Police,
Thank you for being so brave, strong and smart. You keep our lives peaceful and great. You are very helpful and caring. You always protect us from danger. So that is why we are sing song-riffic songs. You come to our school and teach us about safety. I hope you can come to live oak Elementary school someday. You are important.



Love,
Sophie



PERFORMANCE AWARDS



SUPERVISOR OF THE YEAR
Cpl. Randy Ritter



OFFICER OF THE YEAR
Mark Gunning



EMPLOYEE OF THE YEAR
Eric Navarro



VOLUNTEER OF THE YEAR
Nayan Moyd

2015 RETIREE

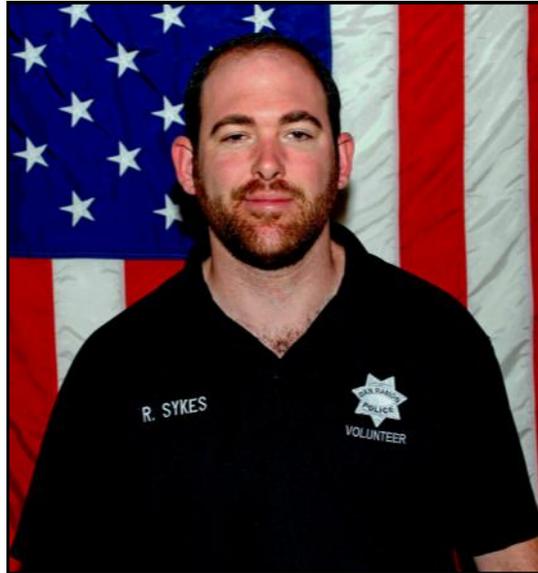


Sgt. Dave White

Sgt. Dave White retired in December 2015 after 24 years in law enforcement. He began as a deputy with the Contra Costa County Sheriff's Office after taking the law enforcement entrance exam out of boredom while waiting for his younger brother to take it. He worked in detention, on the IMPACT team in traffic accident reconstruction, as a sniper and SWAT team leader, and a Sergeant with the marine patrol until he joined the San Ramon Police Department in 2007. In San Ramon, he worked as a Sergeant in patrol, traffic and internal affairs/training.



DEDICATION



The San Ramon Police Department would like to dedicate the 2015 Annual Report to
Ryan Sykes

Ryan has been a volunteer with the San Ramon Police Department since 2013 where he began entering traffic citations in Records. More recently, he can be found volunteering his time and expertise in Investigations, where he assists with Crime Analysis and other tasks. Ryan is often accompanied by his service dog, Docker.

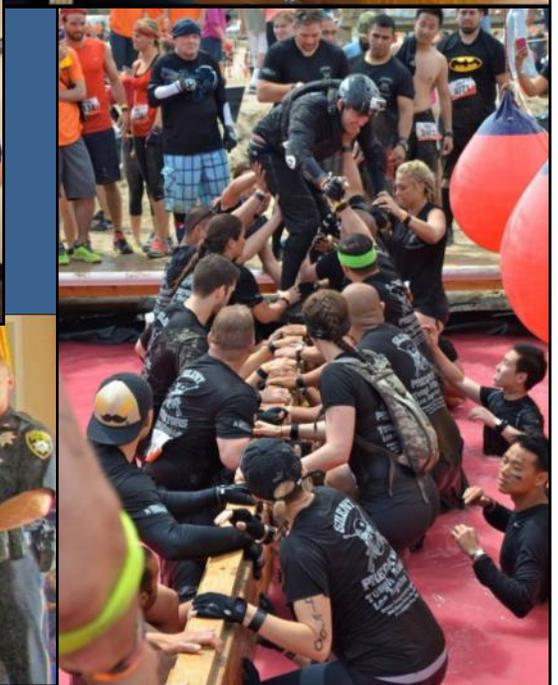
Petty Officer 1st Class Ryan Sykes - Naval Special Warfare Operations was injured in Afghanistan during his fifth tour of duty. Despite suffering a life-long injury, including a traumatic brain injury, he strives to continue an active lifestyle and enjoys cycling among other activities. He became a police volunteer through the Sentinels of Freedom program, which assists severely wounded, post-9/11 veterans as they re-enter the civilian world.

“Ryan is an inspiration to both the department and the community,” says Chief Joe Gorton. “he never, and I mean never, quits! We are proud to have him as a member of our team.”

In July, Ryan was honored by Assemblywoman Catharine B. Baker as Assembly District 16’s Veteran of the Year. “Ryan has demonstrated that being a hero is simply part of who he is. He has refused to let challenges dictate the course of his life or impose limitations on his abilities. With every challenge, Ryan has overcome, and for these reasons, he is not only an inspiration, but our Veteran of the Year,” Baker said in a press release.

Ryan was also presented with a Quilt of Valor earlier this year from the Quilts of Valor Foundation. The foundation’s mission is to cover service members and veterans touched by war with comforting and healing quilts, which are handmade by volunteers across the country.

Since joining the Police Department Ryan has trained and competed in two Tough Mudder competitions, recruiting teammates from the San Ramon Police Department to assist him in his goals.





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www.sanramon.ca.gov

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 Department:
www.sanramon.ca.gov/police

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SAN RAMON POLICE DEPARTMENT

Public Hours: Monday - Friday: 8 a.m. to 6 p.m.
 Address: 2401 Crow Canyon Road
 San Ramon, CA 94583

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



The 2015 Annual Report was created in-house at the San Ramon Police Department.

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