

2012 ANNUAL REPORT

SAN RAMON POLICE DEPARTMENT



SERVICE - COMMITMENT - COMMUNITY

In This Report

- Message from Police Chief Scott Holder
- Police Department Budget
- Traffic Statistics
- Crime Statistics
- Accomplishments and Future Goals



MISSION STATEMENT

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 STATEMENT

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.



2012 Annual Report

CITY GOVERNMENT

San Ramon City Council
Bill Clarkson, Mayor
Dave Hudson, Vice Mayor
Jim Livingston, Councilmember
Phil O'Loane, Councilmember
Scott Perkins, Councilmember

San Ramon City Manager
Greg Rogers



San Ramon Police Department Administration

**SCOTT HOLDER
CHIEF OF POLICE**

**CAPTAIN JOE GORTON
ASSISTANT CHIEF**

**LIEUTENANT DAN PRATT
INVESTIGATION DIVISION COMMANDER**

**LIEUTENANT LIZ GRESHAM
ADMINISTRATIVE SERVICES DIVISION COMMANDER**

**LIEUTENANT CRAIG STEVENS
PROFESSIONAL STANDARDS DIVISION COMMANDER**

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

**LIEUTENANT MIKE BOEHRER
PATROL DIVISION COMMANDER (WEEKEND)**

San Ramon Police Department

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San Ramon, CA 94583
925.973.2700 Business Line
925.838.2925 Fax
Non-Emergency Dispatch
925.973.2779

www.sanramon.ca.gov/police





Law Enforcement Code of Ethics

As a Law Enforcement Officer, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department.. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty. I will never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions, with no compromise for crime and with relentless prosecution of criminals.

I will enforce the law courteously and appropriately without fear of favor, malice or violence and never accepting gratuities. I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession ... law enforcement.

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The Community

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

The City of San Ramon is committed to ensuring that the quality of life in the community remains high. San Ramon is a multifaceted city, dedicated to improving itself while maintaining the quality of life its homeowners have come to enjoy and expect. The area's scenic beauty and good climate, as well as San Ramon's high quality of life is what makes this beautiful community one of the county's most exciting cities to live in 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 the following community based programs:

- **Character Counts** is a program for school students that impart the importance of good character and good ethics in the community of San Ramon.
- **The Citizens Police Academy** is a 13-week program focused on educating citizens on issues and training facing modern police officers. The public benefits by better understanding legal issues, personnel issues and departmental procedures.
- **The Youth Academy** is designed to provide youth an opportunity to obtain an inside look at local law enforcement. The program brings about a better understanding of what society requires in order for the youth 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, get to know each other on a more personal level and meet with community leaders, police and fire department personnel.
- **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.
- **Crime Free Business Program** is designed to provide training and education to business operators in the city to arm them with the knowledge to prevent crime in and around their business.

MESSAGE FROM THE CHIEF

SCOTT HOLDER

Once again it is my pleasure to present the San Ramon Police Department's Annual Report. The 2012 report represents the efforts and commitment of the fine men and women of our department and the continual service they provide our community.

Although we continue to face fiscal challenges, we continue to maintain a safe community. This year we were pleased to be recognized by NeighborhoodScout, a division of Location, Inc. as the 87th Safest City in America. This is based on nationwide crime data research performed by NeighborhoodScout. Safety Performance is calculated for all cities with populations greater than 25,000 and ranked by the total number of property crimes and violent crimes per 1,000 residents. Raw crime data is provided by the FBI's latest release of full annual Unified Crime Reporting Data.

As a department, we accept and overcome challenges through teamwork and dedication. I am particularly proud of the efforts our staff exhibited in reducing property crime. During the first part of 2012, we experienced a dramatic increase in Property Crimes, as we were up 26 percent over 2011. By realigning staff from Detectives, Youth Resources and Character Counts we increased our Patrol staffing and focused on more enhanced proactive policing. The result was a decrease to only an 8 percent increase by the end of the year.

Although no amount of crime is acceptable, a decrease of 18 percent is a remarkable accomplishment. The realignment meant higher workloads for our Investigations and Youth Services Divisions with less staffing, yet the teamwork and hard work by all benefitted our City. By the end of the year, we managed to once again see a decrease in our Part I Crime by 0.8 percent.

Looking forward to 2013 our greatest challenge will be continuing to provide excellence in police service while realizing increases in population and service demands. We work daily to meet the needs and expectations of our community. The men and women of the San Ramon Police Department look forward

to meeting these challenges and continuing to provide our community with unmatched police service.

We are proud of our department and the opportunity to work in the City of San Ramon.



A handwritten signature in black ink that reads "Scott Holder".



COMMAND STAFF



**CAPTAIN
JOE GORTON**

ASSISTANT CHIEF

Captain Gorton is second in command of the police department. His duties include oversight of the department's daily operations, budget management and strategic planning. In the absence of the Chief of Police he serves as the Acting Chief.



**LIEUTENANT
DAN PRATT**

INVESTIGATION DIVISION COMMANDER

The Investigations Division includes the Investigations Unit and the Youth and Community Resources Unit. The Investigations Unit is comprised of six investigators and is supervised by a sergeant. The Youth and Community Resources Unit is made up of School Resource Officers, the "My Beat, My School" program, the Character Counts program, Crime Prevention and Community Resources.



**LIEUTENANT
LIZ GRESHAM**

ADMINISTRATIVE SERVICES DIVISION COMMANDER

The Administration Bureau is under the command of Lieutenant Gresham. The Bureau's mission is to provide essential administrative services to ensure the effective and efficient delivery of police services.

The Administration Bureau is comprised of four different functional areas: Finance, Executive Support, Records, and Property/Evidence.

COMMAND STAFF

PROFESSIONAL STANDARDS DIVISION COMMANDER

The Professional Standards Division is under the command of Lieutenant Stevens. The Division serves two primary functions: Training and Internal Affairs. The Division provides and coordinates essential training to Police Department staff. The division is also responsible for conducting Internal Affairs investigations and reviewing certain critical incidents involving Police Department personnel.



**LIEUTENANT
CRAIG STEVENS**

PATROL DIVISION COMMANDER (WEEKDAY)

The weekday Watch Commander is under the command of Lieutenant LaRocque. He is responsible for the day to day operations of the Patrol Division, the Traffic Unit and the Police Service Technicians, which collectively total 58 sworn and civilian employees. His duties include scheduling, payroll and ride-a-long requests.



**LIEUTENANT
TOM LAROCQUE**

PATROL DIVISION COMMANDER (WEEKEND)

The weekend Watch Commander is under the command of Lieutenant Boehrer 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, MMAF, Special Event operations, and the San Ramon Police Reserve Program. The weekend shifts consists of three Patrol teams, two Sergeants and 10 officers.



**LIEUTENANT
MICHAEL BOEHRER**

DEPARTMENT OVERVIEW

The San Ramon Police Department employs **58** sworn officers who serve a community of almost 74,000 residents spanning an area of over 18 square miles. In addition, the Department employs **20** civilians who provide essential services such as Finance, Executive Support, Records, Training, Property & Evidence, Crime Prevention, Emergency Preparedness and Fleet Services. Additionally, there are **55** civilian volunteers who continue to help our organization deliver the highest caliber of police service possible. The volunteers include **40** Volunteers, **7** Police Chaplains and **8** Explorers.

The Police Department is organized into two bureaus: the Operations Bureau consisting of the Patrol, Investigations and Traffic Divisions; and the Administrative Bureau consisting of Professional Standards & Training, Records and Support Services Divisions. The function of each division is an important component in assuring that the San Ramon Police Department maintains a professional image that its citizens not only expect, but can also be proud of.

The San Ramon Police Department, which has been operating independently since July 2007, is a team-oriented agency that prides itself on being a strong part of the 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.

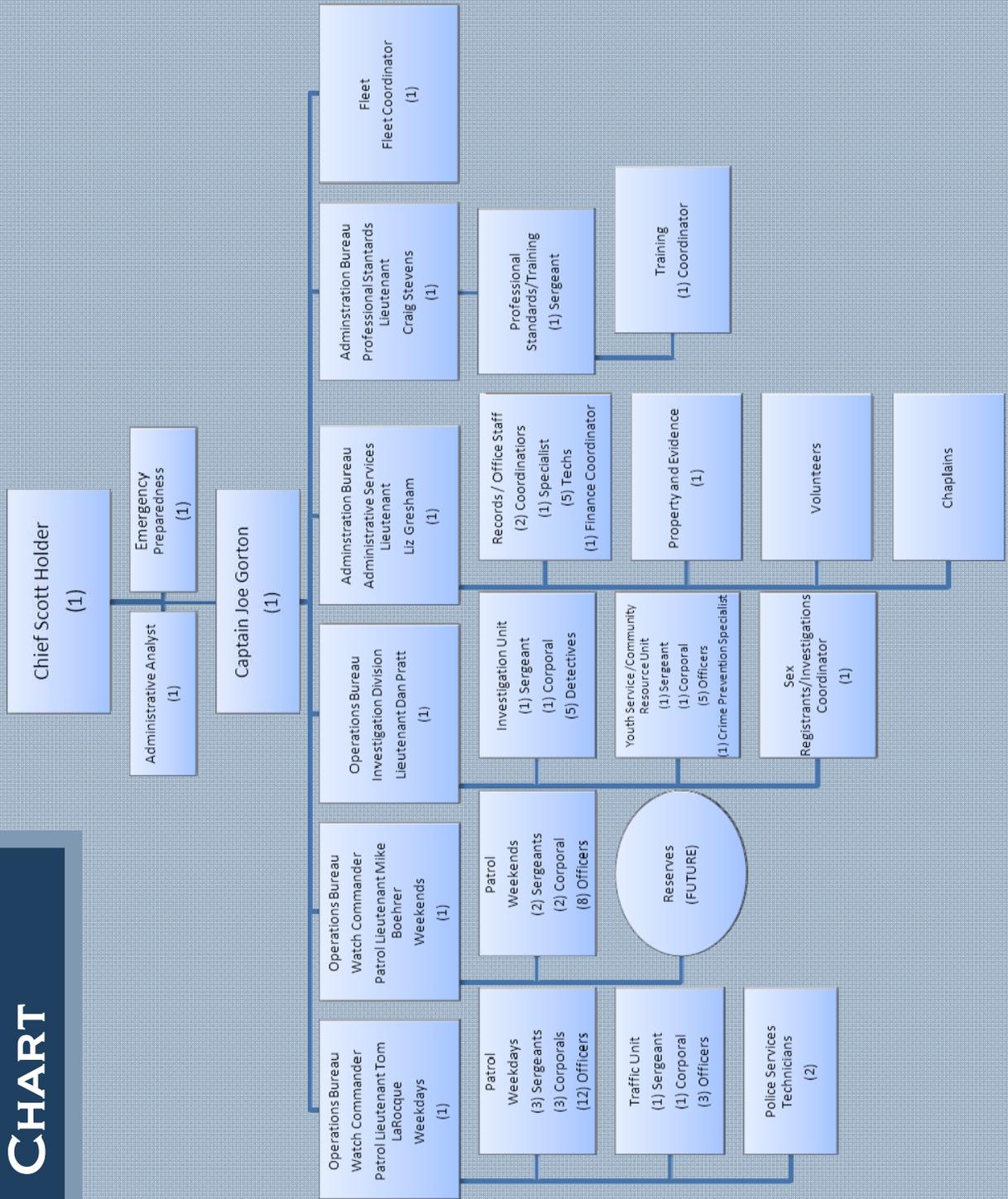
Committed to providing quality, responsive service in its efforts to work in partnership with the community, the department's website, www.sanramon.ca.gov/police, contains educational information about the department, crime prevention, statistical information and online services. One of the online services is OffenderWatch® which is a database that the public can access for information on sex offenders residing in San Ramon. This particular program allows citizens to sign up and receive email notification when an offender moves within a one-mile radius of any address they choose within San Ramon. Additional online services include Crime Mapping, Requests for Patrol, Vacation House Check and how to pay your traffic ticket.

Since 2007, the Department has continually grown stronger and more proficient. Every member of the San Ramon Police Department is committed to promoting the Department's standards and goals, which are best expressed through our Mission and Core Value statements.



Department Promotions (L-R): Captain Joe Gorton, newly promoted Corporals Steve Brinkley, Jeff Hahn, Hollis Tong, and Chief Scott Holder.

ORGANIZATIONAL CHART



POLICE DEPARTMENT STAFFING

OFFICE OF THE CHIEF

CHIEF SCOTT HOLDER

Assistant to the Police Chief

Captain Joe Gorton

Administrative Analyst-Civilian

1

Emergency Preparedness Manager-Civilian

1

OPERATIONS BUREAU

Lieutenant Dan Pratt

Investigations Division Commander

Lieutenant Tom LaRocque

Patrol Division Commander (Weekday)

Lieutenant Mike Boehrer

Patrol Division Commander (Weekend)

Patrol Division

Sergeants 5

Corporals 4

Patrol Officers 22

K-9 Officers 3

Police Services Technician-Civilian 3

Traffic Division

Sergeant 1

Corporal 1

Motor Officers 3

Investigations Division

Sergeant 1

Corporal 1

Detectives 5

Youth Service/Community Resource

Sergeants 1

Youth Services Corporal 1

Officers 1

Crime Prevention Specialist-Civilian 1

Explorers 8

ADMINISTRATIVE BUREAU

Lieutenant Liz Gresham

Administrative Services Division Commander

Lieutenant Craig Stevens

Professional Standards Division Commander

Administrative Coordinator-Civilian 1

Finance Coordinator-Civilian 1

Records Division

Records Coordinator-Civilian 1

Records Specialist-Civilian 1

Records/Officer Technicians-Civilian 5

Property and Evidence Technician-Civilian 1

Professional Standards and Training

Sergeant 1

Administrative Coordinator-Civilian 1

Fleet Coordinator-Civilian 1

Volunteers

Chaplain Volunteers 7

Civilian Volunteers 40



2012-2013 Budget

The Police Department operates on 28.2% of the City's \$37.9 million General Fund. As with all municipal budgets, the vast majority is spent on salaries and benefits to Department members. Operating expenses and professional services comprise the remainder of the budget.

Salaries and Benefits:

The Police Department will incur \$13,929,438 in employee salaries and benefits. Salaries and benefits include the employees salaries and wages, overtime, holiday pay, Medicare, retirement, workers compensation, unemployment and uniform allowance.

Contract Services:

The Police Department will spend approximately \$1,788,498 on contract services which include County Animal Services, Sheriff's Dispatch, Lab Services and jail booking fees.

Materials & Supplies:

Operating supply expenses are projected at \$417,255. Supplies include funds for vehicle repairs, fuel, safety communication, computer functions and equipment, are needed to operate the department.

Other Costs:

This \$423,562 covers education, training, membership dues for officer legal assistance, as well as utility rentals, lease fees, subscriptions, maintenance and repair for equipment and vehicles.

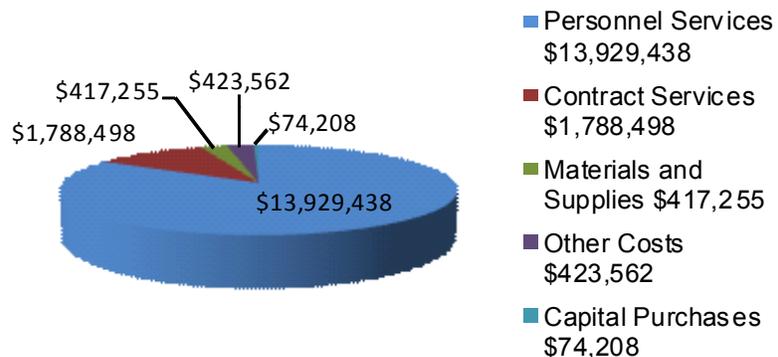
Capital Purchases:

Around \$74,208 will be spent on Capital Purchases such as police vehicles, office equipment, computer software, audio and video equipment for vehicles.

Expenditure Summary by Category

	FY 11/12 FINAL	FY 12/13 ADOPTED
Personnel Services	\$13,358,720	\$13,929,438
Contract Services	\$1,825,319	\$1,788,498
Materials and Supplies	\$417,646	\$417,255
Other Costs	\$503,161	\$423,562
Capital Purchases	\$110,500	\$74,208
Total Expenditures	\$16,215,164	\$16,632,961

BUDGET BREAKDOWN

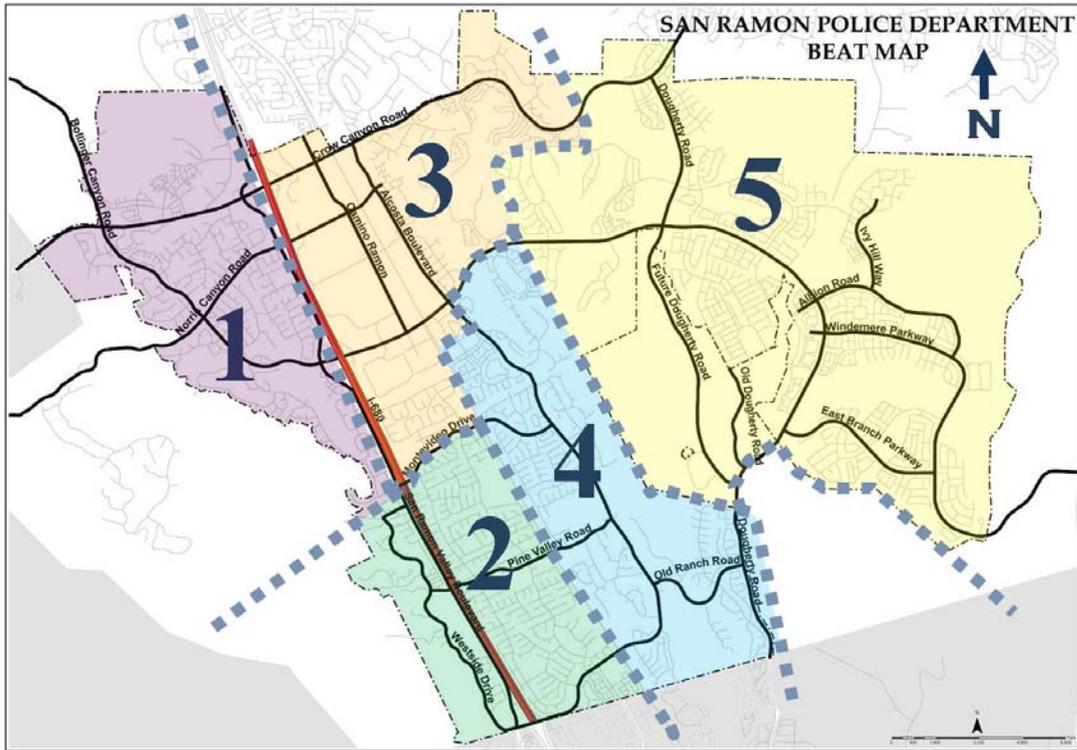


Program Summary

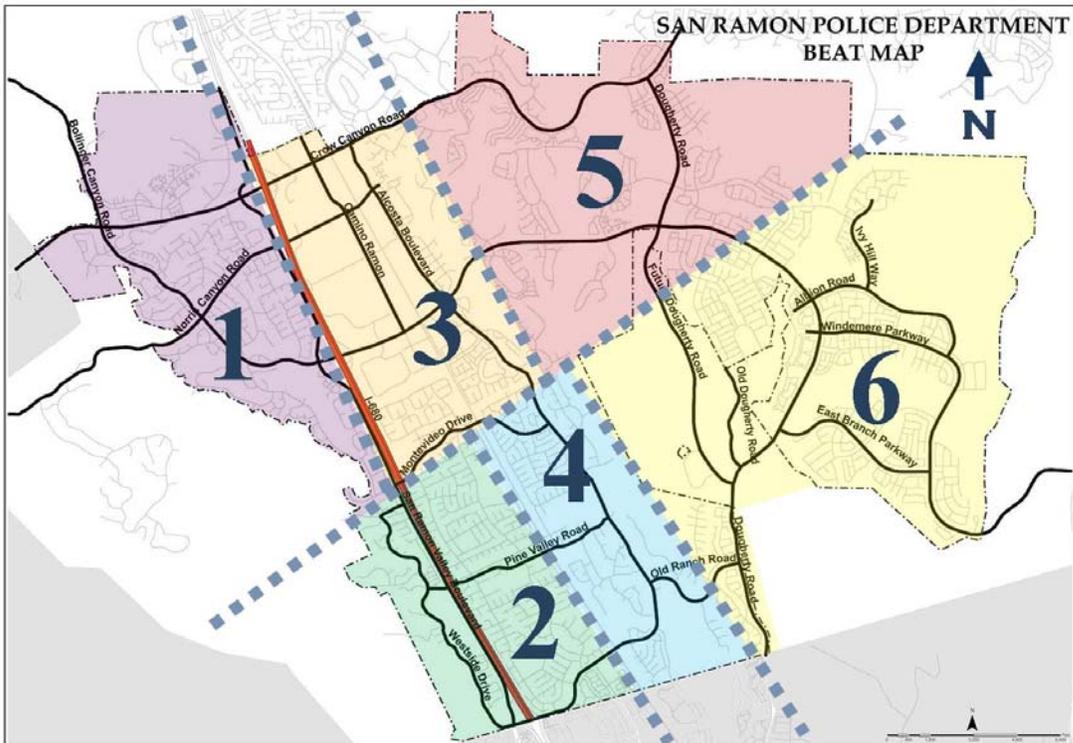
Description	Program Expenditures	Program Revenue	Net Cost
Administration	\$4,709,226	\$98,900	\$4,610,326
Animal Control	\$388,209		\$388,209
Crossing Guards	\$99,205		\$99,205
Crime Prevention	\$125,336		\$125,336
Character Counts	\$208,346	\$1,000	\$207,346
Emergency Preparedness	\$346,344		\$346,344
Investigations	\$1,501,550		\$1,501,550
Patrol	\$7,442,241	\$390,994	\$7,051,247
Traffic Safety	\$1,058,031		\$1,058,031
Volunteer Services	\$5,000		\$5,000
Youth Services	\$618,413	\$101,500	\$516,913
Fleet	\$131,010		\$131,010
Total Expenditures	\$16,632,911	\$592,394	\$16,040,517



SAN RAMON BEAT MAPS



The Police Department currently patrols beats 1-5, shown in the map above. A proposed sixth beat, shown below, would only be initiated if dictated by the City's population and funding.



OPERATIONS BUREAU



Lieutenant Dan Pratt



Lieutenant Tom LaRocque



Lieutenant Mike Boehrer

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. Our mission is accomplished by providing responsive 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 following divisions:

- Patrol Division
- Traffic Division
- Investigation Division

Specialized Units include:

- K-9 Unit
- SWAT
- Bicycle Unit
- Honor Guard
- Youth Service/Community Resource Team

Collectively, these three divisions make up the largest portion of the Department with a total of **49** sworn and non-sworn employees. There are **7** 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.

PATROL DIVISION

The primary function of the Patrol Division is to provide core police services to the community. These services are the most visible on a daily basis and include uniformed police patrol, the traffic unit and the K-9 unit. Other components of Patrol include the Honor Guard and Police Service Technicians.

Patrol contains the largest allocation of manpower and is unlike any other division within the police department because of its high visibility and daily contact with the citizens of San Ramon.

The Patrol Division is responsible for citizen-initiated calls for service 24 hours a day, 7 days a week, in addition to officer-initiated activity. Some of the functions performed by the Patrol Division include preventive patrol, preliminary criminal investigations, traffic enforcement, response to all emergency situations, accident investigations, calls for service and ensuring the safety and security in and around all school zones. The Patrol Division works closely in partnership with other SRPD units, governmental agencies and community organizations to solve crime problems at the neighborhood level.



Left: An officer takes photographs at the scene of a traffic accident. At right: Officer Marty Ryan talks to local preschool students.

The Patrol Division is comprised of 22 officers and five corporals who provide the first response to calls for police assistance. There are also five sergeants, also known as Field Supervisors, who provide leadership, supervision and training for all patrol officers. Patrol Sergeants have various duties including overseeing department employees in prevention and investigation of crimes; resolution of individual, neighborhood or community problems; protection of life and property; enforcement of laws and ordinances; response to hazardous material incidents and critical incidents. Additionally, Sergeants are responsible for the day-to-day operations of the Department and for resolving shift staffing issues and scheduling, briefing patrol staff and the review and approval of all completed police reports. Corporals assume the role of Field Supervisor in the absence of a Sergeant and provide expertise in patrol operations.

The Patrol Division consists of six teams, with 4 to 6 officers, one corporal and one sergeant on each watch. The shifts rotate to provide 24-hour coverage, 7 days per week. The City is divided into five geographical areas known as “beats” and police officers are assigned to a beat every workday. By maintaining area assignments patrol reduces overall response time and provides comprehensive coverage to the City of San Ramon. Additionally, to augment specific patrol duties, the Patrol Division utilizes three police service dogs and their handlers.

PATROL DIVISION

In 2012, the Patrol Division was responsible for handling 58,513 calls for police service. The patrol officers are the first line of defense against those who represent a threat to public safety. They are highly trained professionals, who at times must unselfishly place themselves at risk in order to protect the community. Whether responding to an accident, pursuing a fleeing vehicle, apprehending an armed suspect or handling a violent domestic dispute, these officers are required to bring about a successful resolution to situations, which at times, seem impossible. They must accomplish these critical and challenging tasks in strict adherence to the rule of law and within the high standards of conduct set forth in the Police Officers Code of Ethics.

The officers assigned to the Patrol Division are courteous, compassionate, dedicated and responsive to the needs of the City of San Ramon. Quality personnel enable us to provide competent, effective and caring service to the community.

PATROL EVENTS					
	2008	2009	2010	2011	2012
Calls for Service	62,194	53,622	57,258	55,161	58,513
Officer Initiated	37,612	29,178	33,870	33,626	37,900
Arrests	661	500	574	470	440
Reports Written	4,365	3,870	3,979	3,453	3,460
Alarm Responses	2,482	2,857	2,582	2,492	2,645

Calls for Service

The Patrol Division is unlike any other division within the police department because of its visibility and amount of contact with the citizens of San Ramon. 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 car stop or pedestrian check.

The key to successful crime prevention and control is proactive policing. What is Proactive Policing? It is a police-initiated response. In other words, no one called in a request for police assistance. Instead, our officers identified a problem, initiated the response, and found a solution. In 2012, we had 37,900 officer-initiated calls.

CALLS FOR SERVICE 2012



- Citizen Initiated Calls for Service 20,613
- Officer Initiated Calls for Service 37,900





Patrol Officers respond to the scene of a traffic accident.

Emergency Response

The Department's overall response time for routine calls was under 11 minutes per call. The median response time for Priority 1 "in progress" calls was roughly 4:47 minutes.

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
2012	1,996
2011	1,757
2010	1,782
2009	1,922
2008	1,724
2007	2,025

False Alarm Warning Letters Issued in 2012:

Commercial Locations: 122
Residential Homes: 104

Violation Fines Issued by the City in 2012: \$5,250

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

Officers only activate their emergency equipment (overhead lights and siren) during certain incidents. A few examples include when the presence of an officer is required to prevent the further injury or death of any person, when their immediate presence is required to prevent a dangerous situation from escalating, or while attempting to apprehend a fleeing felon or serious law violator.

Our average overall response time for routine calls was under 11 minutes per call. When the San Ramon Police Department had to respond to a true emergency, with lights and sirens (also known as Code 3), the median response time for a Priority 1 "in progress" call was approximately 4:47 minutes.

Response times and calls for service are a concern for both the department and the community as well. The San Ramon Police Department understands the importance of response times and aggressively evaluates and re-evaluates, staffing levels, call types, and other factors that can affect a response. As the City's population increases, roadways are completed, and residential properties increase in numbers, so does the department's obligation to provide services. Staff is committed to stay in front of this issue and evaluate both internal and external factors that impact the ability of the department to effectively police its community.

False Alarms

In 2012, San Ramon Police received a total of 1,996 false alarm calls, which increased by about 240 calls over last year. Of these calls, 583 were attributed to commercial businesses, 504 at schools and public facilities and 909 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.



POLICE SERVICE TECHNICIANS

Police Services Technicians (also known as PST's) are an often overlooked, yet a vital part of the San Ramon Police Department. Police Service Technicians are responsible for many of the day-to-day calls for service.

Those calls include, but are not limited to:

- Evidence collection
- Abandoned vehicle abatement
- City ordinance violations
- Parking complaints
- Traffic collision reports
- Traffic incidents
- Parking enforcement
- Patrol city facilities
- Crowd and traffic control



PST Jenn Montemayor

The PST Unit currently consists of two civilian employees, which provide a critical link in the delivery of service to the community. The PST's participate in a variety of community-oriented policing functions, such as building rapport with citizens in the neighborhoods and businesses, attending neighborhood watch meetings and contributing to the success of the Citizen's Academy.

Police Services Technicians write police reports dealing with non-emergency calls, such as burglaries, vandalism, stolen vehicles and similar incidents. Additionally, PST's investigate and document traffic collisions on a daily basis.

The Police Services Technicians have received extensive training as crime scene technicians allowing them to identify, collect and preserve evidence. The PST's use their training to collect latent fingerprints from auto burglaries, DNA evidence from a sexual assault or photographing a fatal traffic collision. They share their knowledge at special events in local schools and speaking engagements to civic groups.

The Police Services Technicians are also trained to inspect child car seats. The inspections ensure that the appropriate seat is used in a proper manner to keep children safe.

Police Services Technicians are a valuable asset to the Department in the field and respond to calls for service that may not require the services of a sworn police officer. This allows officers more time to direct their attention to proactive patrol and to respond to urgent calls in a timelier manner. By working hand-in-hand with the Patrol Division, the PST's allow for the needs of the community to be serviced at the highest level.



PST Troy Montemayor collects evidence at a crime scene alongside a Crime Scene Technician from the Contra Costa County Sheriff's Office.

My Beat — My School

The return to school marks a time for renewed communication and service efforts between the San Ramon Police Department and students. The relationship between the Police Department and our schools has always been a point of focus in the City of San Ramon.

The “My Beat — My School” program was implemented in 2007 in an effort to enhance our relationship with city schools. Youth are our greatest resource and our goal is that the officers, students, faculty and parents will become better acquainted thus enhancing our level of service.

To make this program work, we have assigned an officer to each of our elementary schools located in the area (or Beat) that the officer is assigned.

The officer is expected to:

- Act as a liaison with the school
- Become familiar with school staff and parents through faculty and PTA meetings
- Be on campus a minimum of one hour per week to develop a positive relationship with the students
- Be in the school area during mornings and afternoons to address any traffic and safety issues

Our officers are encouraged to frequently attend school functions and make their presence known on the campuses during morning drop-off, afternoon student pick-ups and during lunchtime and recess periods. As a result, we have received numerous positive comments from school staff and parents.



Above: Cpl. Steve Brinkley spends some time with local students.
Below: Cpl. Hollis Tong visits with California High School students.



Left: Traffic Sgt. Pat Cerutti chats with middle school students. Right: Officer John Cranford talks to California High School Students.



K-9 UNIT

The San Ramon Police Department's canine unit plays a vital role assisting the agency 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.

San Ramon Police Department's Canine Program began in 2003 when the City of San Ramon purchased Dar with federal grant money. Realizing the value of additional resources, the Department expanded the program to three canines in 2010.

Utilization of canines requires adherence to procedures that properly control their potential for use of force and channel their specialized capabilities into legally acceptable crime prevention and control. Each police dog handler is trained in the tactical application of his/her dog prior to being placed in an operational status. A dog handler assists in formulating plans of action for effective canine use. Canine use is based upon the immediate circumstances of a situation.

The K-9 units each received 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. The dogs must obey their handlers without hesitation and be able to work under the most trying and adverse conditions.

The K-9s are specifically trained in tracking and trailing of fleeing felons and lost children or adults. 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 access small areas that officers would not be able to access. They are also very useful in high risk situations such as vehicle pursuits, which often lead to foot chases where the K-9s speed and tracking ability become very useful.



Officer Al Molien trains with his K-9, Hector.

The K-9s are assigned to their handlers 24 hours a day, which means they live with the officers and their families. This strengthens the bond between the police canine and the handlers and it also allows for a quicker response to emergencies if they are requested while off-duty.

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. Our K-9 teams enjoy working the night shifts — dedicated to the citizens of San Ramon as they offer a sense of extra protection, confront danger in the cover of darkness and are faithful to their handlers.

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.

K-9 UNIT

Officer Marty Echelmeier and Dar

Officer Marty Echelmeier and his K-9 Dar have been working the streets of San Ramon for a decade. Dar was born and trained in the Czech-Republic starting when he was just 8-weeks-old. The male German Shepherd was brought to the U.S. at 2 and was purchased with federal grant money. Dar, the oldest working K-9 in Contra Costa County, is set to retire in early 2013.



Officer Chris Bruce and Bongo

Officer Chris Bruce and his K-9 Bongo started working together in June 2010. Bongo is a 6-year old German Shepherd originally from the Raad Van Beheer Kennel Club in Amsterdam. He was purchased from the same kennel in Riverside as Dar. Bongo is a Schutzhund Level III trained dog. Being from the Netherlands, all of his commands are in Dutch. Bongo was purchased using community donations.



Officer Al Molien and Hector

Officer Al Molien and his K-9 Hector became the department's newest canine team in June 2012. Hector, a 2-year-old German Shepherd, was born Oct. 28, 2010 in Burbach, Germany. All of 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.





Crisis Negotiation Team

The Crisis Negotiation Team is specifically trained in hostage negotiations, intelligence gathering, and conflict management. Negotiation is considered a tactic that is used when appropriate to resolve, or assist in resolving a crisis situation. When deployed on a SWAT call-out, CNT's primary function is to establish communications with barricaded suspects and/or to negotiate the safe release of innocent person(s) in a hostage situation.

The Crisis Negotiation Team (CNT) is a component of SWAT and the goal of the team is to train and prepare for rapid response to critical incidents that require verbal skills and specialized equipment beyond those generally deployed by patrol officers.

The SWAT Team and Crisis Negotiator Team members are required to be on call 24 hours a day, 7 days a week.

The Crisis Negotiation Team is under the command of Lt. Liz Gresham.



SPECIALIZED ENFORCEMENT



SWAT Team

The purpose of a Special Weapons and Tactics Team (SWAT) is to provide a specially trained team of law enforcement officers working as a team to resolve critical incidents that are so hazardous, complex or unusual that they may exceed the capabilities of first responders or investigative units and to increase the likelihood of safely resolving such incidents.

The San Ramon Police Department SWAT Team is comprised of officers from both Patrol and Investigations Divisions. The SWAT Team consists of highly-trained officers whose primary mission is the protection of life and property and peaceful resolution of high risk situations that require a prolonged tactical deployment of police personnel. There are four components of the SWAT Team: the Entry Team, Sniper Team, Crisis Negotiators and Tactical Command. Lieutenant Dan Pratt serves as the SWAT Commander.

Being a member of the SWAT Team is a collateral duty to an officer/detective's normal duties and responsibilities. Officers assigned to the SWAT Team must pass a rigorous testing process prior to assignment to the Team. The process consists of a challenging physical test, a handgun marksmanship course and an interview. Once assigned to the SWAT Team, officers attend a basic SWAT school and attend training twice a month.

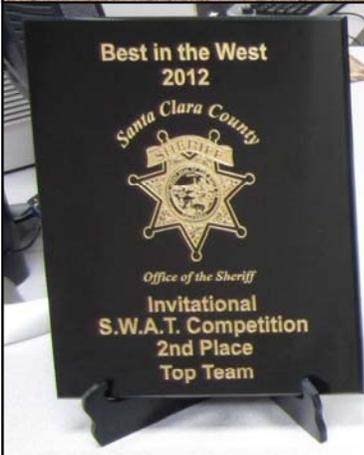
SWAT officers must be excellent decision makers even when in extreme danger. They must have a mature attitude and focus on ways to safely resolve the situation. Brains, intensive training and dedication are the mark of these professionals.



Best of the West

At the 2012 Best of the West SWAT competition in Santa Clara, the San Ramon Police Department's SWAT Team took second place overall. San Ramon finished behind the Las Vegas Metro Police and ahead of all other California teams.

The event consisted of seven courses over two intensive days. The courses are designed to test teams' physical abilities, marksmanship and fundamental tactics. This year, there were 30 teams from California and Nevada that participated in the event.



HONOR GUARD



From L-R, Chief Scott Holder, and Honor Guard members: Sgt. Todd Santiago, Officer Chris Bruce, Officer Marty Echelmeier and Detective Rob Ransom.

The Police Department's Honor Guard is made up of police officers who volunteer to represent the Police Department at formal and solemn occasions. This collateral duty requires a commitment to train in a variety of protocols ranging from posting of the colors at City functions to participating in funeral ceremonies for fallen officers. Officers must be highly motivated and maintain high standards of conduct and show an aptitude for ceremonial duties.

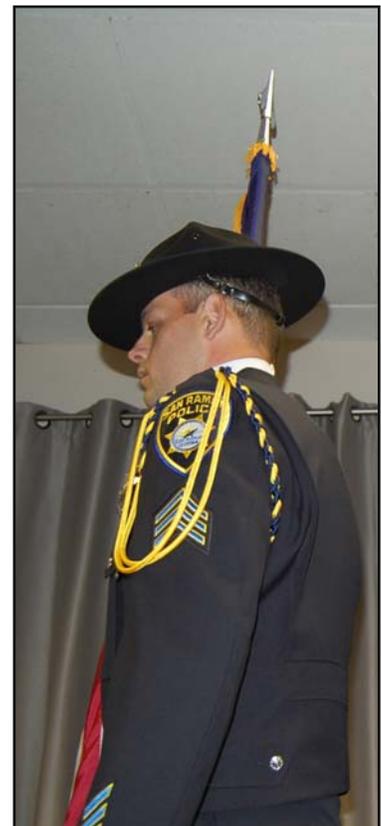
The San Ramon Police Department Honor Guard continues to function as ambassadors for the San Ramon Police Department and the City of San Ramon. The Honor Guard also presents the nations colors at many events within the City of San Ramon such as the City Council meetings, 4th of July festivities, 9-11 ceremonies and non-profit events.

Members of the 2012 Honor Guard included:

Lieutenant Liz Gresham
Sergeant Todd Santiago
Sergeant Cary Goldberg
Detective Rob Ransom
Officer Chris Bruce
Officer Marty Echelmeier
Officer Dave Williams

Highlights:

The San Ramon Police Department Honor Guard had the privilege of presenting the colors for the Swearing in Ceremony of the newly hired police officers and promoted corporals in March of 2012.



BICYCLE PATROL UNIT

The Bicycle Patrol Unit is staffed by full-time police officers on an as-needed basis for special events and assignments. A successful bicycle patrol improves public safety and supports other patrol units maintaining high visibility and mobility in areas not suitable for conventional patrol cars due to traffic congestion, pedestrians, etc.

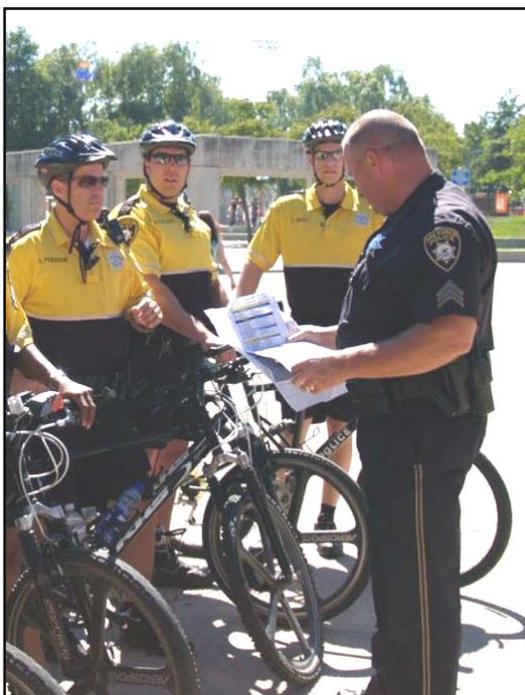
This unit is supervised by the Traffic Division sergeant. The officers are selected after submitting a letter of interest and participating in an interview process. The officers who are currently assigned to Patrol regularly carry their bicycles on a trunk mounted vehicle rack which allows them to use the bikes to patrol business and commercial areas up close, interacting with citizens and employees in an attempt to be more visible and foster a positive relationship resulting in a safer community overall.

The purpose of the Bicycle Unit is to promote positive contact with citizens. This creates greater police-citizen interaction, creating trust and rapport with the community. Compared to a traditional police vehicle, police bicycles have a quality that makes them much more approachable by citizens.

Officers assigned to the Bicycle Patrol Unit are required to pass a 40-hour "Patrol Bicycle" course. Several members have passed advanced bicycle courses attaining their "Instructor" certificates and are responsible for regular in-service training.

The Bicycle Unit officers participate in the many special events held in the City of San Ramon each year and they are an integral part in the success of these events. Some of the special events include the Art & Wind Festival and 4th of July Celebration.

Bicycle officers can interact with citizens far more often and more in depth than officers in cars, leading to information exchange that leads to more effective policing. They are able to help with locating lost or missing children/parents and provide a quick response to any other problems which requires law enforcement attention.



Cpl. Rich Persson, Officer Marty Echelmeier, Officer Chris Bruce and Sgt. Dave White (L-R).



From L-R, Cpl. Rich Persson, Officer Marty Echelmeier and Officer Chris Bruce.



TRAFFIC DIVISION



Traffic Sgt. Pat Cerutti, Cpl. Randy Ritter, Officer Bill Doherty and Officer Jim Springer, (L-R). Pictured at right, Cpl. Randy Ritter and Officer Jim Springer conduct speed enforcement using hand-held radar guns.

Our Traffic Division consists of one supervisor and four officers who collectively write approximately 200-500 traffic citations each month. They are responsible for all traffic accident investigations including accidents that result in serious or fatal injuries. Each member of the Traffic Division has attended numerous specialized traffic accident investigation courses and is one of the only traffic divisions in California where each member has reached the level of "Traffic Accident Reconstructionist."

In 2012, the San Ramon Police Department purchased five new BMW R1200 RT-P police motorcycles. The BMW's are the most state of the art Police Enforcement motorcycles on the road today.

The Traffic Division is a professional and effective team of individuals dedicated to traffic safety with a proactive approach to traffic related issues and the ability to provide a timely response to crime and traffic problems. The goal of the Traffic Division is not only to seek out aggressive drivers or issue traffic citations, but to also educate the public regarding traffic related issues and areas of concern. When concerns about speed related issues in neighborhoods or near parks and school zones arise, the Traffic Division will place a radar trailer in the area.

Officers assigned to the Traffic Division patrol the streets on police motorcycles. The motorcycles allow an officer the ability to maneuver through traffic congestion. A majority of the time they can be found focusing their attention on high traffic areas or locations of frequent traffic accidents. Special attention to these "problem" areas has helped decrease the number of red light violators and traffic accidents.

Traffic safety around city schools, parks and residential neighborhoods is one of our primary concerns. Both Traffic and Patrol officers are responsible for an assigned school in which they monitor traffic related issues during business/school hours. This is done in an attempt to educate the public and heighten the awareness of pedestrian and motorist safety.

We are dedicated to improving traffic safety near our business districts as well because of the workforce population that commutes into San Ramon each day. With the increased population we experience a proportional increase in traffic safety issues.

The Police Department receives constant praise and criticism for traffic enforcement, a trait shared by most law enforcement agencies. The Traffic Division is committed to making a positive impact on traffic safety and places a high priority on traffic-related issues that come to our attention. We can accomplish a high level of response because of the partnership we have with citizens and private organizations, the dedication and professionalism of our police officers as well as grants from the state government.

DUI Statistics in San Ramon

San Ramon officers made 135 DUI arrests in 2012 — nearly a 19% decrease in arrests from last year.

27% of DUI arrestees were involved in a collision — a 5% increase in DUI accidents over last year.

Nearly 12% of DUI arrestees were under the legal age of 21.

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

Approximately, 50% of San Ramon PD’s DUI arrests had a blood alcohol level of 0.16 or higher, which is more than twice the legal limit of 0.08.

Officers averaged 11 DUI arrests per month; with December having the highest number of DUI arrests with 17 arrests.

Total DUI Arrests: 135
Under Age 21: 16
Above 0.16 BAC: 68
Involved in Accident: 37

DUI Enforcement

Our officers place a high priority on DUI enforcement since this crime results in countless property damage, injuries and fatalities every year nationwide. San Ramon police officers took part in an intensive 18-day, county-wide DUI enforcement campaign from August 2 to September 6 and Contra Costa County’s “Avoid the 25” campaign from December 2012 to January 2013. San Ramon Police made a total of 135 DUI arrests in 2012.

While there are several methods of DUI enforcement, the San Ramon Police Department relies on 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 signs of being under the influence of alcohol or drugs while operating a motor vehicle. Another method of DUI detection is our own motoring public utilizing the “911” system to alert police to possible DUI drivers. Numerous driving under the influence arrests are made each year as a result of an alert motorist notifying police of their observations. Once police arrive they take appropriate actions, which often results in an arrest.



Seat Belt Enforcement

Through the combined efforts of state and local law enforcement, San Ramon Police officers participated in the Office of Traffic Safety’s “Click-It or Ticket” seat belt enforcement campaign conducted during the spring graduation season, May 31 through June 3. Additionally, the Traffic Unit utilized a dedicated officer at least one day per month who focused on seat belt enforcement and aggressively cited individuals who were not in compliance.

More than 280 law enforcement agencies statewide participated in this year’s “Click-It or Ticket” campaign. The campaign relies on heavy enforcement and public education as a means to help California achieve the highest seat belt use rate in the nation. The San Ramon Traffic Unit uses a number of enforcement strategies aimed at not only gaining compliance, but also increasing the public’s awareness regarding wearing seat belts and utilizing child restraint seats where appropriate.

According to state officials, since the campaign began in 2005, public safety officials have been seeing an overall yearly increase in seat belt use. San Ramon Officers issued **427** citations for restraint violations in 2012.

Funding for officer overtime to support California’s “Click-It or Ticket” campaign is provided by a grant from the California Office of Traffic Safety through the National Highway Traffic Safety Administration.



TRAFFIC DIVISION



Statistical Summary

Officers wrote 6,805 moving violations, 1,210 non-moving violations, 766 courtesy warning citations and 1,061 parking violations.

Officers tagged 374 abandoned vehicles and towed 14 abandoned vehicles. Officers tagged 219 oversized vehicles and cited 37.

The top two major causes of accidents in 2012 were speed at 20% and other moving violations with 18%.

A Motor Officer issues a traffic citation along Crow Canyon Road.

	2010	2011	2012	Change 11-12
Total Citations Issued	12,014	10,755	9,842	-913
Moving Citations (excluding speed)	5,349	5,009	5,206	+197
Excess Speed Citations	2,516	2,042	1,599	-443
Non-Moving & Parking Citations	3,203	2,774	2,271	-503
Warning Citations	946	930	766	-164
DUI Arrests	203	166	135	-31
DUI Accidents	43	36	37	+1
Accident Reports Written	453	420	433	+13
Fatal/Injury Accidents	89	110	102	-8
Fatal	0	2	1	-1
Injuries	89	108	101	-7
Vehicle vs. Pedestrian Accidents	9	8	10	+2
Vehicle vs. Bicycle	10	18	9	-9



Officer Jim Springer, above. Below: Motor Officers conduct Speed enforcement using radar guns.



INVESTIGATIONS

The Investigations Unit is comprised of six Detectives, a Detective Sergeant, and a per diem employee who assists with case filings and cold cases. The mission of the Investigations Unit is to identify, target, arrest and successfully prosecute individuals involved in criminal activity with a specific emphasis on felony crimes. The Unit is also responsible for the collection, dissemination and management of criminal intelligence information.

The Investigations Unit consists of two main components: felony investigations and misdemeanor complaints. In addition to these crimes, investigations also monitor sex, drug and arson registrants. The Detectives investigate all felony crimes; such as homicide, robbery, sexual assaults, child abuse, property crimes, missing persons, fraud and high tech crimes, domestic violence, elder abuse, narcotics/drug violations and any other felony cases involving major follow-up investigation.

Detectives investigate some of the most demanding and challenging cases police can be involved in. Some crimes may take months, sometimes years, to fully investigate resulting in the successful prosecution of the suspects. Detectives assigned to investigate these crimes have developed an advanced level of expertise by attending specialized training and from years of experience working complex cases with colleagues at the local, state and federal levels.

Detectives assigned to the Investigations Unit are carefully selected from sworn officers based on demonstrated dedication and excellence in conducting criminal investigations. After being selected, each Detective is sent to various schools to receive specialized “advanced officer” training. Most of this training is certified by POST (California Peace Officers Standards and Training) and ranges from 24 to 80 hours of instruction per school. Examples include: Criminal Investigations, Interview and Interrogation, Homicide Investigation, Sexual Assault Investigation, Search Warrant Writing, Child Abuse Investigation and Officer Involved Critical Incident Investigation.

INVESTIGATIONS	2012
Cases followed up on by Detectives	1,314
Felony Investigations	794
Misdemeanor Investigations	430
Missing Adult/Juvenile	53
Search Warrants	42
Parole/Probation Searches	18
Amount of Property Recovered	\$432,303

Members of the Investigation’s Unit are also members of various law enforcement associations including the California Homicide Investigators Association and California Sexual Assault Investigator’s Association. Some Detectives are also Crisis Negotiators, on the SWAT team or are departmental Firearms Instructors.

Investigating complex major crimes requires the dedication, cooperation and assistance of a variety of individuals and units. Detectives work closely with patrol officers to identify witnesses, preserve major crime scenes, gather critical investigative information and develop leads or suspects. They also work closely with officials from allied agencies to solve crimes that cross jurisdictional lines.

In 2012, Detectives followed up on 1,314 cases. Of those, 794 were felony investigations and 430 were misdemeanor cases. There were 53 missing adult/juvenile cases. Detectives served 42 search warrants, conducted 18 parole/probation searches and recovered approximately \$432,303 in property. In addition, Detectives performed numerous special operations throughout the year based on crime trends, such as burglary suppression, prostitution stings, ABC enforcement and stolen vehicle recoveries.

Notable cases this year include several armed robberies, three large scale marijuana grows, the arrest of several auto burglars responsible for dozens of theft related crimes and an armed jewelry store robbery/homicide in which all five suspects were identified and/or arrested/charged.



CRIME FREE PROGRAMS

Crime Free Multi-Housing Program

The Crime Free Multi-Housing Program is a successful crime prevention tool. The Department dedicates two officers and a specialist to the program and the results have been remarkable. Overall calls for service in the 2,337 affordable housing units, and conventional apartment communities, remain very low.

In 2012, two new apartment communities opened and both communities have completed at least one phase of the Crime Free Multi-Housing Program. We met with corporate officials of the larger apartment community prior to its opening and they are in the final stages of becoming fully certified. It's an excellent example of how the Multi-Housing Program can work when the system is in place prior to accepting applications for residency. The community of 293 units is now at more than 85-percent occupancy with a few minor calls for service.

Department officials have already contacted representatives of the next affordable housing community (under construction off Norris Canyon Road) and they were enthusiastic about joining the program.



Cpl. Joe Moore, Officer Mike Green and Crime Prevention Specialist Darlene Kittredge attend a tenant social at Highlands Point Apartments.

SRPD once again teamed with Pleasanton, Dublin and the San Leandro police departments to provide an 8-hour Crime Free Phase One training to apartment managers and staff from participating cities. This team approach has been effective in bringing together trainers with different specialties and participants with different experiences. Phase One is when we talk about proper screening, the Crime Free Lease Addendum, legal issues and what types of suspicious activity to look out for in residential communities.

Phase Two of the program consists of a security assessment of all participating apartment communities on a yearly basis. The CPTED assessment, or Crime Prevention Through Environmental Design, is based on the idea that proper design and use of space can reduce crime and improve in the quality of life for residents. The assessment looks at security such as proper window and door locks, as well as pool gates; signage, the height of trees and bushes (to eliminate hiding places) and adequate lighting. SRPD has three members trained by the National Institute of Crime Prevention to provide this service.

Phase Three of the program consists of an annual tenant social where members of the Department's Crime Free team meet with residents and explain the program, catch up with facility employees and most importantly, the residents get to meet each other.

In 2012, our largest social was hosted by four apartment communities that were managed by the same company at Creekside Park. The event was catered and had face painting and games. All four of the apartment communities are fully certified in the Crime Free Multi-Housing program. SRPD also assisted in training San Jose, Livermore and Alameda Police Departments in the Crime Free Multi-Housing Program.

Crime Free Business Program

The Crime Free Business Program is currently in transition. The Department completed a pilot program for the national organization and we are analyzing how to best implement the program. We offer a wealth of crime prevention materials for businesses. We also offer free robbery and crime prevention training. Our Crime Prevention Specialist is also one of three Courtesy Directors with the Chamber of Commerce. We have also provided safety training at Chevron Corporation and the San Ramon Rotary Club.

CRIME FREE PROGRAMS

Crime Prevention

The overall goal of the Crime Prevention Unit is to educate the public and open up the lines of communication between the community and the police department to prevent crime.

Crime Prevention manages the Neighborhood Watch program, meets with different groups on a regular basis and keeps neighborhood safety and crime prevention in everyone's mind. The concept of "target hardening" is drilled into the participants' minds along with the idea of not being an easy victim. This program is popular with San Ramon residents and new groups have been added this year as time has allowed. This program could expand greatly, if additional resources could be allocated.

In 2012, the CPU organized the 29th Annual National Night Out. The event generated support for local anti-crime programs and strengthened neighborhood spirit and police-community partnerships. It is a wonderful way to get to know your neighbors, find out what is going on in your neighborhood, and get a visit from police officers, city officials and the fire department.

The CPU provides "Stranger Danger" training to the area preschools and kindergartners. The training educates our youngest residents on what to do if a stranger approaches them along with other safety tips.

Crime Prevention also organizes and participates in other community outreach events such as: "Coffee with the Cops" and a police booth at the Art and Wind Festival. These are additional ways to liaison with the public and promote crime prevention.

SRPD's Crime Prevention Specialist is very involved in the California Crime Prevention Officers Association. This organization and the network of people involved help keep San Ramon Police at the leading edge in crime prevention concepts.



SCHOOL RESOURCE OFFICERS

The School Resource Officer (SRO) program is a nationally recognized strategy that places law enforcement officers in elementary, middle and high schools. School Resource Officers have an opportunity to work in conjunction with school principals to find solutions to problems affecting students. The School Resource Officer program incorporates a multifaceted strategy of enforcement, education and counseling in hopes of reducing criminal activity on the school campus, reducing student suspensions for violent incidents and contributing to the quality of a safe learning and teaching environment.

The concept behind the SRO program is to help youth through some of their most difficult challenges, working together to provide tools and understanding to help kids grow into successful adults. The program is a proactive approach to identifying risk factors that face today's youth, including drug, alcohol and tobacco use, peer pressure, bullying, gang activity, and sex. The program allows the police, school, and community to work closely together to provide a holistic approach and more complete problem solving model.

The San Ramon Police Department has two School Resource Officers who are assigned fulltime to each of the two high schools. They are more than "cops on campus." They are caring individuals who take a personal interest in the success of our youth and they fulfill a vital role in promoting safe school communities. San Ramon schools have a zero tolerance policy for weapons, drugs or abuse of any kind and there are no exceptions to the practice of reporting violations of the law. School Resource Officers and school administrators take measures to prevent and address incidents involving:



Officer Phil Gonzales and Cpl. Hollis Tong are School Resource Officers assigned to San Ramon's two high schools.

- Assaults against students or school personnel
- Threats against school personnel
- Involvement with drugs or alcohol
- The possession of contraband or any suspicious illegal substance
- The possession of weapons
- Bullying

Our School Resource Officers fill many different roles within their schools:

- The SRO is a vital member of the school's administrative team, helping to solve problems within the school community.
- The SRO is an educational resource for students, teachers, administrators and parents.
- The SRO provides students with a positive role model and a balanced view of law enforcement.
- The SRO is a proactive law enforcement officer dealing with law related issues on campus.



SCHOOL RESOURCE OFFICERS



Cpl. Hollis Tong, a School Resource Officer assigned to California High School, is interviewed by a student during the Homecoming parade for the school's "Grizzly News Network." At right: A student tries to navigate a rolling chair through cones while under the influence of "Drunk Goggles" during an "It Happens" Safe Driving Campaign for teens.

A School Resource Officer's duties include, but are not limited to:

- Investigating crimes on campus.
- Triage incidents to ascertain if police involvement is required.
- Liaison between school administration and the Police Department.
- Act as the representative of SRPD in the eyes of school staff and community members.
- Perform classroom presentations concerning court room testimony, law enforcement as a career, child safety, traffic safety, and drug abuse.
- Patrol campuses and surrounding neighborhoods.
- Teach the Character Counts program at the High School level.
- Coordinate and implement Secure Campus/Active Shooter drills at High School.
- Work collaboratively with Investigations and Juvenile Probation.
- Plan, teach and recruit/advertise for two Parent Project classes per year.
- Mentor kids who are interested in the career of law enforcement.
- Attend PTA meetings.
- Plan, recruit/advertise and lead/instruct for the Citizen and Youth Academy classes.
- Provide police security at home football and basketball games, dances and Grad Night.
- Coordinate summertime projects such as alcohol decoy programs and skate park enforcement.

The SRO's also facilitate the Parent Project, a popular program for parents of at-risk or difficult to control teenagers. The 10-week program teaches parents strong, effective and proven skills to change adolescent destructive behavior. This interactive class allows parents to gain solutions, receive emotional and practical support, create an action plan and experience success in working with their teen's behavior.

Through their honest and open communications with the students, the SRO's promote a positive image of law enforcement. SRO's are often able to prevent problems from arising by their close relationships with the students. Together, law enforcement, parents and community leaders can effectively prepare our students to make positive choices in dealing with the challenges of life.

YOUTH RESOURCE OFFICER

Highlights

In 2012, there were 126 cases assigned to the YRO:

- 34 felonies committed by juveniles
- 50 misdemeanors by juveniles
- 42 reported runaway juveniles
- Out of the 126 cases, 84 were criminal
- 32 juveniles were referred to the Juvenile Diversion Program
- 33 juveniles were referred to the Juvenile Probation Department or District Attorney
- 32 Assessments were conducted

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

Battery.....	12
Theft (Petty & Grand).....	17
Under the Influence	2
Weapon Offenses	4
Poss. Drugs/Alcohol	27
Sex Crimes-Juvenile	
Suspects	4
Vandalism	6



Officer Mike Schneider

The San Ramon Community and Youth Resource Program (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.

CYRP is state funded and accepts referrals from parents, teachers, community leaders, neighbors or any other resident who is concerned with helping a juvenile making poor choices.

The Youth Resource Officer is the Police Department's representative to the CYRP and is responsible for the Diversion Program. The Diversion Program serves as an alternative to the filing of a criminal complaint for first-time offenders and is also 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 multidisciplinary 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 juveniles
- Write/serve warrants and court orders
- Follow up on DOJ "Suspected Child Abuse" reports
- Case presentation to Office of District Attorney, County Counsel, Children and Family Services, and Juvenile Probation
- Investigate reports of Missing Persons, including runaways and child abduction reports, and coordinate the investigation between involved jurisdictions and the various government agencies
- Investigate crimes referred from the Internet Crimes Against Children Task Force and participate on the multi-agency Task Force.

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
- Identify trends in juvenile crimes and initiate enforcement operations to address issues or concerns
- Participate in Student Attendance Review Board dealing with truancy
- Provide Department training related to juvenile crime
- Maintain juvenile statistics
- Attend city related youth events



CHARACTER COUNTS OFFICER

Character Counts! Is a nonprofit, nonpartisan, nonsectarian character education framework that teaches the “Six Pillars of Character”: trustworthiness, respect, responsibility, fairness, caring, and citizenship. These Six Pillars of Character come from the Character Counts! Program developed by the Michael Josephson Institute of Ethics in Los Angeles and represent “core values” or “basic life skills” necessary for a successful life in society. The Character Counts! Program is considered to be one of the nation’s most thorough and multi-faceted assessments of character education.

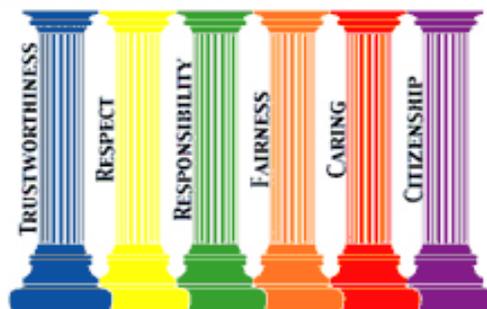
The Character Counts? Program is currently being reinforced at 4 elementary schools and at both high schools. The course reinforces values that are already being taught by families at home, teachers at school, and our society in general. The Six Pillars of Character are used to teach everyone that their actions, words, choices and behavior are their responsibility. The program makes a valiant effort to bring youth to a place of well-being and sound judgments in their decision making. Character Counts! is the foundation of a more peaceful tomorrow.

Character Counts! is intended to reach the entire community through community meetings and community awareness activities. In 2010, San Ramon opened Six Pillars Park in Dougherty Valley. The name Six Pillars comes from a national ethics education program and each column in the park is inscribed with the Character Counts traits: Trustworthiness, Respect, Responsibility, Fairness, Caring, and Citizenship. Responsibilities for the Character Counts Officer outside the classroom include:

- Organize and plan CC Skate Nights and Movie Nights with business owners
- Special presentations for various Boy and Girl Scout troops
- Coordinate marketing plans with Street Smarts and Crime Prevention for festivals such as; the Art & Wind Festival, 4th of July, Primo’s Carbo Load and other 5K runs in the city
- Attend San Ramon Rotary luncheon for CC awards and presentations
- Work with Department’s Webmaster on CC website; provide updates on schedules and events
- Work with High Schools on CC programs at each school, working with
- Work with the SRO’s at Cal and DV high football and basketball games, dances, and graduations
- Assist the SRO’s with the Youth Academy
- Participate in alcohol and tobacco stings; assist with cases involving juveniles at or near schools

The Character Counts! program will be restructured in 2013.

CHARACTER COUNTS!





Citizen's Academy

Once a year, in the spring, the San Ramon Police Department hosts a Citizen's Police Academy. This exciting, 13-week program allows community members the opportunity to experience first-hand the dynamic and complex nature of law enforcement.

The Citizen's Police Academy creates better police-community relations. The public benefits by gaining a better understanding of legal and personnel issues, as well as departmental procedures. The Department benefits by learning specific problems and needs of the community.

Cpl. Hollis Tong and Officer Phil Gonzales are the Citizen's Academy Instructors.



Above: A member of the Citizen's Academy poses before conducting a mock traffic stop. Top: The 2012 Citizen's Academy celebrates graduation.

The concept of the Citizen's Police Academy involves opening up the Police Department to the public and showing citizens exactly what they do and how they do it. The program offers a different hands-on, interactive, activity each week. Sessions are taught by experienced police officers who share their unique perspective on law enforcement.

Some of the Academy topics presented include: patrol, criminal investigations, traffic stops, crime scenes, narcotics, special weapons and tactics, DUI enforcement, officer safety, community policing, and defensive tactics. Academy staff provides demonstrations in arrest control techniques, crime scene processing, building searches and much more. As a result, citizens are better equipped to assess safety issues and share with others their knowledge of law enforcement practices and policies.

Given the Department's commitment to the community and proactive problem-solving, the Citizen's Academy is an effective way of bringing law enforcement and the public together in an informal, educational forum. The benefits of such a partnership can only help strengthen the entire community in terms of public safety and quality of life.

Youth Academy

The Youth Academy is a two-week summer program, coordinated by the School Resource Officers, and designed to provide participants age 14-18 with an opportunity to take an inside look at law enforcement.

The participants have an opportunity to interact with the officers and instructors and meet members of the different divisions of the Police Department. The atmosphere is open and active and the students are encouraged to ask any question that they may have.

The Youth Academy is designed with four specific goals in mind:

- To create better understanding and communication between young people and police employees.
- To enhance the participants' knowledge about law enforcement and the criminal justice system.
- To encourage the participants to discuss their youth academy experiences with their peers.
- To introduce the participants to possible career opportunities within the criminal justice system.

Some of the subjects touched on are Constitutional and legal guidelines, crimes in progress, SWAT Operations, police vehicles, Juvenile Law, Crime Scene Investigation, K-9 Unit, Traffic Stops, Community Oriented Policing, Narcotics & Gangs, DUI Enforcement, and Building clearing.

The Youth Academy brings about a better understanding of what society requires in order for the youth to grow into responsible, productive citizens. Additionally, the Youth Academy not only increases understanding through education and interaction with members of the Police Department, but it fosters lasting and productive partnerships between our Police Department and the community we serve.

Some of the participants in the Youth Academies go on to become Police Explorers and help out with other projects.



EXPLORERS

The San Ramon Police Department, in partnership with the Boy Scouts of America, is a co-ed career based program for young men and women between the ages of 14-21 years old. If the Explorer is in high school, they must maintain a 2.0 or better grade point average and must be willing to volunteer at least 10 hours per month at the station.

The Explorer Program provides young adults the opportunity to learn about law enforcement through training opportunities and interaction with law enforcement professionals. The program touches on all aspects of Law Enforcement from policy to tactics. This program is a great way to spend time with youth and keep them out of trouble by teaching them good moral values as well as the way the Criminal Justice System works. The Explorers are involved in ongoing training throughout their involvement in the program and after completion of their probationary period, are eligible to go on a ride-along with department officers.

The goal of our post is to educate area youth in the career and related field of law enforcement. One of the most important components of the program is Community Service. 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.

Even if the Explorer does not go into the Criminal Justice field, the training and experience he/she receives from the program will help prepare them for other endeavors in life.

Explorer Advisor responsibilities include:

- Conduct monthly meetings
- Provide training at each meeting such as, Building Searches, Vehicle Stops, Defensive Tactics, Officer Safety, 10 & 11 Codes, Fingerprinting, Firearms, Written Test, etc.
- Field training to include Shooting Range Day, Physical Training, Tour of Officer Memorial in Sacramento, Paintball, Ride-Alongs, etc.
- Coordinate the Explorers at special events, 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



Above: Explorer Dylan Luciano answers phones and assists members of the public.
Below: Explorer Elie Holloway takes a bite from a K-9 during a demonstration.



A Closer Look

One of the more meaningful crime statistics used in Uniform Crime Reporting is the Crime Rate, or the number of offenses per 100,000 inhabitants. This rate can be calculated regardless of the number of inhabitants in a city or county. We will use per 1,000 residents in our calculations (a common crime rate measure).

To compute the crime rate, divide the number of violent crimes by the population of the city (74,378) and multiply the result by 1,000. This gives you the number of crimes per 1,000 people. Therefore, the 2012 crime rate for San Ramon is 12.95 crimes per 1,000 residents, which is considered very low.

The total number of Part One crimes in 2012 declined by 1.42% over the previous year.

This table reflects a 4.7% increase in the total number of Violent Crimes (forcible rape, robbery and assault and battery) and a 2.18% decrease in Property Crimes (burglary, larceny/theft and motor vehicle theft) over the previous year.

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. In 1930, the FBI was tasked with collecting and distributing these statistics.

The UCR Program is a cooperative, nationwide effort with more than 18,000 city, university/college, county, state, tribal and federal law enforcement agencies voluntarily reporting data on crimes brought to their attention. The Program's primary objective is to generate a reliable set of criminal statistics for use in law enforcement administration, operation and management.

All criminal offenses are classified as either "Part I" or "Part II" offense categories. 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 data for arson is not included in property crime totals.

Part II crimes include simple assaults, forgery and counterfeiting, fraud, embezzlement, buying/receiving and possessing violations, gambling, disorderly conduct, drunkenness and numerous other miscellaneous offenses.

"Simple Assault" is considered a Part II offense, however it's collected and presented in the Part I Crimes table as a quality control matter and for the purpose of looking at total assault violence.

In 2012, there were 58,513 calls for service in the City of San Ramon. Of these, 963 calls were for one of the seven reportable offenses tabulated for Uniform Crime Report statistics. The City of San Ramon has consistently been one of the safest communities in Contra Costa County and in the Tri-Valley area.

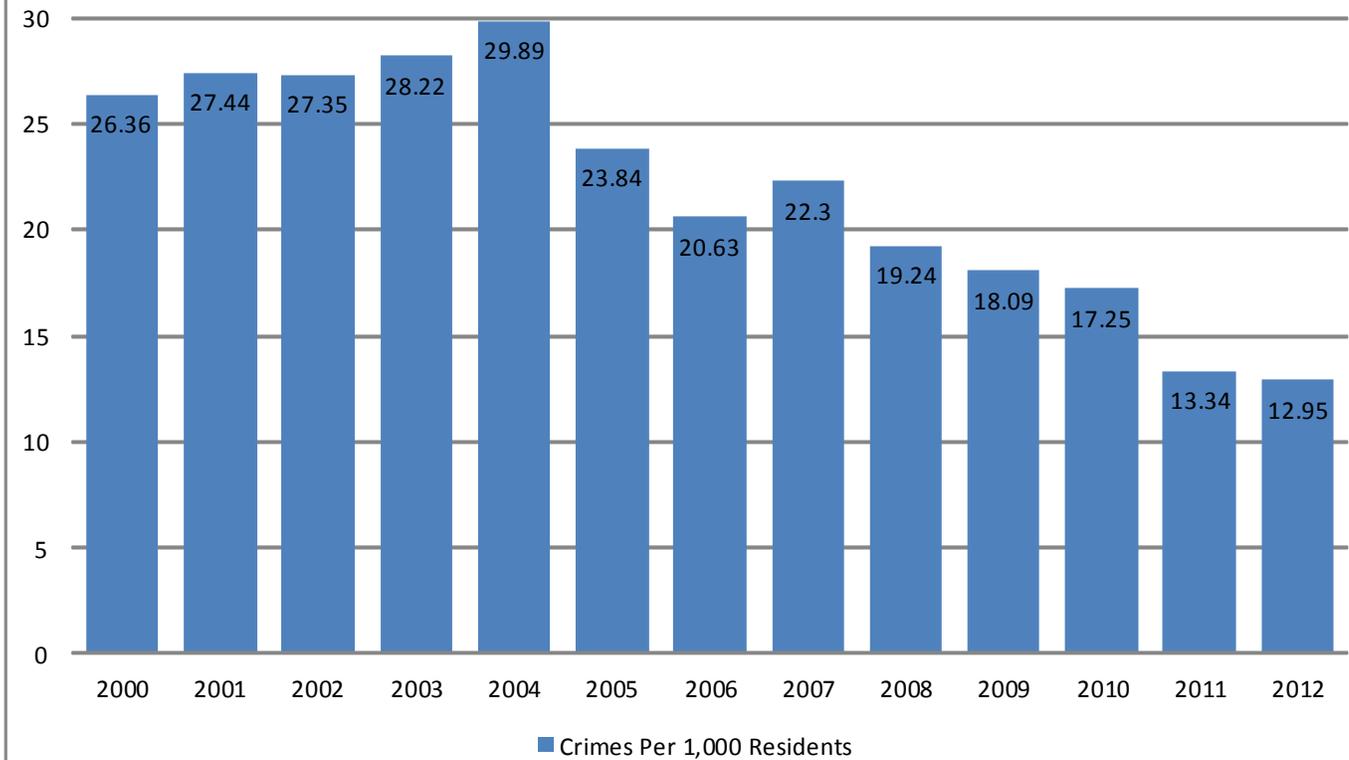
State and city comparison statistics for the Uniform Crime Reporting (UCR) Program can be viewed on the Department of Justice website at www.fbi.gov/about-us/cjis/ucr/ucr.

Uniform Crime Reporting Statistics				
Part I Crime Totals	2009	2010	2011	2012
Murder	0	0	0	0
Forcible Rape	2	6	1	3
Robbery	17	17	11	13
Assault/Battery	142	112	95	96
Burglary	156	215	166	147
Larceny/Theft	770	693	641	633
Motor Vehicle Theft	62	69	63	71
Total Offenses	1,149	1,112	977	963



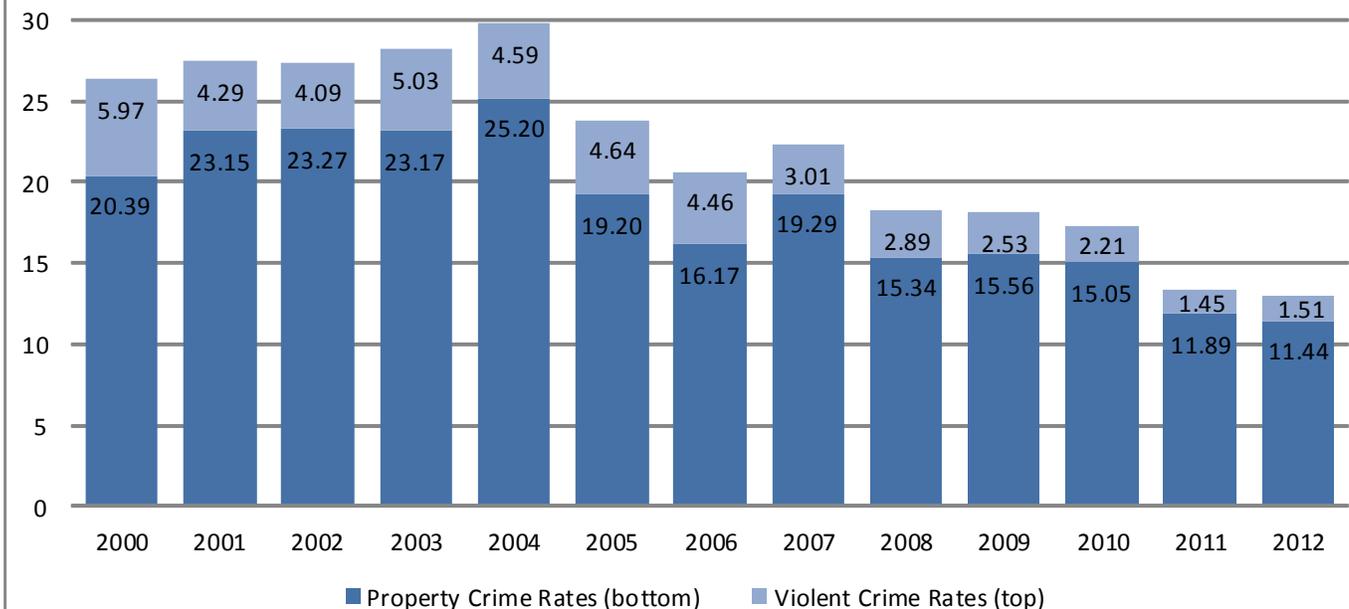
CRIME STATISTICS

PART 1 CRIMES



PROPERTY CRIMES VS. VIOLENT CRIMES

(Crimes per 1,000 Residents)



History of San Ramon

The San Ramon Police Department was founded July 1, 1984 when the City entered into a contract with the Contra Costa County Sheriff's Office and continued working under the original contract for 23 years.

The City continued to grow and prosper creating an expanded need for independent police services, and on June 13, 2006, the City Council unanimously passed a resolution to bring control of the San Ramon Police Department in house. The San Ramon Police Department became an independent police department, and on July 1, 2007, 56 sworn officers, 20 civilians and 30 volunteers assumed their new positions with the City of San Ramon.

The San Ramon Police Department is a team-oriented agency that maintains a close partnership with the community through community oriented police work and various citizen and youth-oriented programs.

The services offered by the Police Department have changed over the years in an effort to maintain a proactive approach to the needs of the public. These changes have included the creation of specialized programs such as the Crime Free Multi-Housing, Crime Free Business programs and the "My Beat-My School" program.

The San Ramon Police Department continues to construct and adopt progressive policies in an effort to mirror the changing times and strives to improve the services it offers on a daily basis, while remaining ever vigilant to the needs and potential of the future.

Committed to providing quality, responsive service in its efforts to work in partnership with the community, the department's website contains online services such as OffenderWatch®, Crime Mapping, requests for Patrol and Vacation House Checks and the ability to pay your parking or traffic ticket online.



San Ramon General Store and Post Office.

ADMINISTRATION BUREAU



Lieutenant Liz Gresham



Lieutenant Craig Stevens

The mission of the Administration Bureau is to provide the essential support necessary to ensure the effective and efficient delivery of police services. The Administration Bureau is comprised of four different functional areas: Executive Support, Finance, Records and Professional Standards and Training. Property and Evidence, Permits, Volunteers and Chaplains are additional areas of responsibility under the Administration Bureau.

The Bureau provides the San Ramon Police Department with the highest quality personnel, training, resources and standards to enhance the delivery of police services. They recruit, hire and train the Department's officers and support personnel. They exercise financial accountability and locate new sources of funding to help fulfill the Department's mission. Members of the Administration Bureau maintain all police reports and records; they keep the computers running and write the policies and procedures.

Emergency Preparedness and Fleet Vehicles administration are two distinct areas of responsibility that complete the Administration Bureau.

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 works closely with the Police Chief and the Department's Command Staff by providing research and support in a variety of monthly and annual reports. She acts as a liaison to various government agencies including the DOJ, FBI and DMV. She is the point of contact with other departments in the City, overseeing many functions within the Police Department. She is responsible for many special projects and assignments within the department and monitors, answers and forwards citizen inquiries, complaints and commendations received to the appropriate division.

The Administrative Coordinator also oversees the department uniforms, equipment and supplies including researching, purchasing, distribution and inventory control. She works closely with outside vendors making sure the department is meeting the requirements and standards set forth by the state and the department. She works closely with the Administrative Lieutenants in the hiring and promotion process making sure the Officers have the tools they need and are ready for service.



Financial Support

Under the supervision of Executive Management, the Financial Coordinator sets out to identify priorities in the department and analyze department overtime, equipment expenditures, and overall program costs. With the economic challenges that the Police Department is faced with, it is critical to evaluate the effectiveness of budget reductions which would yield the least amount of impact to core services and operations and allow the Department to provide the highest level of service in preserving public safety.

To offset the economic burdens, the Financial 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 (SLESF).

The Financial Coordinator 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.



Licensing and Permits

The Chief's Office also has the responsibility for the administration of several city ordinances that require the receipt and processing of applications for city permits or licenses. Various components within the agency provide assistance to the Chief of Police in the routine administration and enforcement of these ordinances. The department's Crime Prevention Specialist maintains these records and make sure that citizens doing business in our city meet the requirements in our city ordinances.



PROFESSIONAL STANDARDS & TRAINING DIVISION

The Professional Standards and Training Division has a mission to provide the most knowledgeable and experienced officers to serve the City of San Ramon. To do so, this Division handles internal affairs concerns and ensures the development of officers through education and training.

Professional Standards

The Professional Standards Division is under the supervision of the Professional Standards Division Commander Lieutenant Craig Stevens. The Professional Standards Sergeant, Dave White, is responsible for the day to day operations of the Division.

The Professional Standards Division ensures the integrity of the department, promotes ethical conduct in compliance with the department's mission, standards, policies and procedures while maintaining integrity through effective and efficient police service. Public trust and support are a critical component to a successful police organization. The Professional Standards Division accomplishes this by:

Recruiting and hiring: hiring process of a sworn officer is a very thorough and intensive process that begins with the application and interview and concludes with an extensive background check, a psychological evaluation and a complete medical screening.

Policy Development and Maintenance: includes developing department wide policies to meet current best practices and legal guidelines; disseminating, tracking and archiving policies.

Ensure fair and equal treatment of citizens and employees: responsible for Investigation of allegations of employee misconduct, both external and internal; investigate major officer-involved Incidents.



Professional Standards Division Commander Lt. Craig Stevens, Training Coordinator Kelly Jansen and Training Sgt. Dave White, (L-R).



Training Division

In order to meet the training demands of the San Ramon Police Department, the Training Division strives to provide the highest level of training and education for all department personnel. Providing training in all aspects of law enforcement and public service is a priority of the San Ramon Police Department.

The Training Division is located within the Professional Standards Division. It is under the direct supervision of Lieutenant Craig Stevens. The division consists of Training Sergeant Dave White, and Training Coordinator Kelly Jansen.

The Training Division is responsible for the department's training, which includes all sworn and civilian personnel. It is also responsible for the coordination and planning of continuing professional training (CPT) for all police department staff. The Training Division fulfills an essential role in meeting State, Federal, City and Department training mandates and keeping the department well trained and up to date with the latest knowledge, skills and abilities.

Training – includes in-house training, specialized outside training, and department sponsored Commission on Peace Officers Standards and Training (POST) training. The Training Department has 30 POST approved courses and we satisfy all of POST's PSP and CPT requirements in-house with our own instructors.

Accreditation — ensuring the SRPD is maintaining compliance with state law, accreditation standards set forth by POST, and adherence to departmental values.

One of the goals of the Training Division is to provide quality training within the department in order to ensure continuous improvement in the professional development of our employees and to prepare them for any assignment or advancement within the department.

Through participation in various training programs employees continue to maintain awareness of the changing law enforcement practices and enhance their level of skill and knowledge.

It is the policy of the San Ramon Police Department to present the most current and comprehensive in-service, advanced and specialized training to all employees. This assures the needs of the department and the community we serve will be met at the highest level while increasing the productivity and effectiveness through increased job knowledge and skill. To ensure that our officers are performing essential job functions in an efficient and professional manner, they continuously attend updated training.

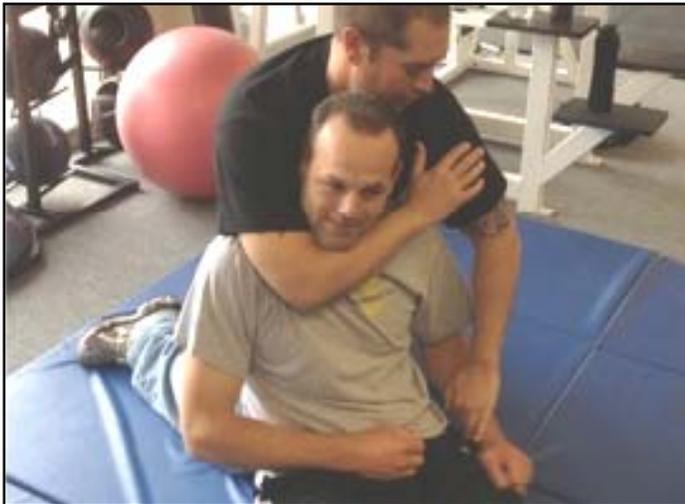
By utilizing "in-house" instructors for essential core training such as Defensive Tactics, Firearms and Electronic Weapons (TASER), we are able to provide more specialized training and improve the skill level and expertise of our officers.

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

Defensive Tactics	8 Instructors
Tactical Communications	2 Instructors
Firearms	10 Instructors
First Aid/CPR	2 Instructors
Electronic Weapons	5 Instructors
Driver Awareness	6 Instructors
Racial Profiling	1 Instructor

In 2012, the Training Division provided over 4,300 hours of training, both in-house and outside the agency. In addition to this training, monthly training bulletins and policy updates were distributed. All of these different functions serve to advance our employee's skill and knowledge allowing the agency to better serve the public and the citizens of San Ramon.





RECORDS DIVISION

The Records Division is a civilian support unit within the Administrative Bureau and is supervised by the Administrative Bureau Lieutenant. Records staffing consists of the Records Coordinator, a Records Specialist and five Police Records Technicians.

The San Ramon Police Department Records Division is responsible for the maintenance, dissemination and security of all criminal investigation documents. Currently, the Records Division maintains approximately **28,000** criminal reports electronically.

Each year, Records Technicians process approximately 4,000 reports generated by members of the Police Department. Those documents also require records personnel to enter and clear more than 50 missing persons, complete more than 100 vehicle entries and enter more than 400,000 pieces of stolen property. During 2012, the Records Division processed 3,528 police reports and 9,842 citations.

The Records Division also responds to approximately 900 Public Records Act requests received each year via telephone, fax, U.S. mail and in person at the front counter.

The Records Division is also responsible for staffing the front counter. Duties include providing information and assistance to the public such as entering calls for service, providing customers with copies of reports, executing vehicle releases, receiving counter reports, scheduling child safety seat inspections and providing fingerprinting services such as ink cards and Live Scan.

Records is staffed from 6:30 a.m. to midnight. The Department's front counter is open to the public Monday through Friday from 8 a.m. to 6 p.m. During these times the public can contact Records staff to request copies of traffic accident reports and crime incident reports as well as clearance letters, tow releases and preferential parking permits.



The Records Division is staffed 7-days a week and the front counter is open to the public Monday through Friday from 8 a.m. to 6 p.m.

PROPERTY AND EVIDENCE

The Property and Evidence Unit is responsible for maintaining the integrity of evidence and chain of custody for all property that comes into the Police Department in accordance with state laws, city ordinances, departmental policies and procedures.

The San Ramon Police Department maintains a property and evidence room and an additional 400-square-foot storage facility. The current facilities stores more than 10,000 items classified as evidence, safekeeping or found property.

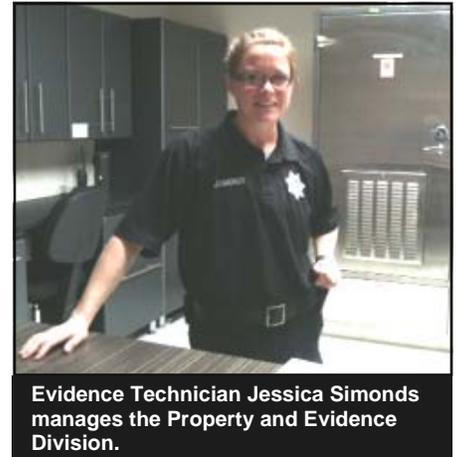
The Department has one Evidence Technician who manages the Property and Evidence Unit. The Technician receives, maintains and logs all property taken in by the department including, but not limited to: cash, jewelry, firearms and other weapons, narcotics, vehicles, bikes, blood and urine samples and other evidence related to assaults, homicides and other crimes. Biological items are kept in cold storage until they are transported to the Lab for analysis.

The Evidence Technician is responsible for maintaining all property received on a case until there is final court adjudication. Once a case is adjudicated, all property that is still in control of the Technician is released to the owner. If property was booked for safekeeping or as found property, the Technician can release the property to the rightful owner or dispose of it properly.

The Evidence Technician must be familiar with several statutory requirements concerning the storage and disposal of property and evidence. These laws specify the amount of time an item must be retained by law enforcement agencies and the format for required notifications. All serialized property must be entered into a computerized database to determine whether it has been reported as lost or stolen. All seized illegal narcotics and related paraphernalia are destroyed pursuant to court order. Confiscated firearms and other illegal weapons are also destroyed. After a specified amount of time unclaimed property can be sold at auction or destroyed if there is no appreciable value.

The Evidence and Property 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 Evidence Technician must not only be familiar with statutory laws regarding evidence handling, but the safety laws and regulations when handling hazardous items.

The Evidence Technician conducts training sessions for the officers on evidence packaging, collection and documentation. It's important for the Technician and officers to follow proper policies and procedures when dealing with evidence. Due to frequent changes in the law, policies and procedures are updated in the evidence manual at least once a year.



Evidence Technician Jessica Simonds manages the Property and Evidence Division.



EMERGENCY PREPAREDNESS

The primary goal of Emergency Management is to develop the capabilities within the City of San Ramon to prepare for, respond to, and recover from all emergencies and disasters. Coordination of all efforts extends beyond the city in collaboration with neighboring cities, state and federal response. To meet this requirement, the Emergency Preparedness Manager accepts leadership roles in local, regional, state and national emergency management efforts.

Many successes in the city's program relies on the 2006 agreement the City of San Ramon entered into with the Town of Danville, San Ramon Valley Fire Protection District (SRVFPD) and San Ramon Valley Unified School District (SRVUSD) to collaborate on improving the preparedness of the San Ramon Valley community. As a unified group the San Ramon Valley Emergency Preparedness Citizen Corps Council mission is to collaboratively plan and coordinate community disaster preparedness and training efforts to preserve the life, health and welfare of all who reside or work within the San Ramon Valley. Disasters "know no boundaries" and regional planning with neighboring agencies makes sense.

The following accomplishments had an accumulative effect on improving citizen and business readiness to respond to an emergency:

To date coordinated the training of over 1,100 adults in the nationally supported Community Emergency Response Team (CERT).

Initiated a youth CERT program in collaboration with the Boy Scouts of America and integrated the trained youth in the emergency response program at California High School in San Ramon.

Assisted in the organization of a community fair that reached over 2,500 attendees on Sept. 15, 2012.

Trained over 950 people on "sidewalk CPR" or "hands only CPR," which contributed to San Ramon being recognized as the highest survival rate of cardiac arrest in the county when bystanders assisted with CPR.

Participated in CPR training at the State Capitol for elected officials and their staff.

Expanded the 1610 am Highway Advisory Radio (HAR) system into Danville and upgraded the equipment to inform residents and businesses of traffic lane realignment on Interstate 680 and other road emergencies related events in the city.

Conducted Mass Care Shelter Training and completed a drill with members of the St. Joan of Arc Catholic Church community to engage interfaith support and involvement in public care and shelter.

Initiated programs to assist those with Access and Functional Needs who may require shelter following an emergency. The program includes managing the needs of autistic students following an emergency and the residents of the 27 residential care facilities in the city.

Facilitated a pair of Simulated Exercise Tests (SET) for the amateur radio community and CERT neighborhood teams which enhanced communications between the citizens and the government response organization.

Continued as Chair of the Contra Costa County Citizen Corps Council Committee to establish standard CERT programs consistently among the 19 CERT programs in the county.

Received \$41,000 in grants to support CERT activities throughout the county.



The following accomplishments had an accumulative effect on improving city staff readiness to respond to an emergency:

Adopted a new city wide policy on emergency management and adopted an updated City Emergency Operations Plan (EOP) that identifies the policy and direction that staff are expected to assume and operate under during response to a major emergency.

Conducted employee training in the Emergency Operations Center.

Maintain a city wide Automated External Defibrillators program at city facilities and initiated training for employees.



Emergency Preparedness Manager,
Ray Riordan

The following activities with state and county programs improved the ability of city to obtain support during an emergency:

Participated in the State of California Citizen Corps Council as a member of the Board that supports local government agencies throughout the state in the development and delivery of the Community Emergency Response Team (CERT) program.

Sponsored and organized workshops for professional organizations that support emergency preparedness.

The City's commitment to providing the finest emergency preparedness efforts continue with the support of the City Council, Management, the staff and most importantly the citizens of San Ramon. Preparedness begins with measures the residents take at home, and as a team, affects how residents and businesses can coordinate their response with the police, fire and other responders managing the critical events.

Take the time for preparing yourself, your family and your business to be ready when the next emergency occurs. Together as a team, we achieve more.



Left: An Emergency Preparedness Shelter Drill is conducted in April 2012. Right: Members of San Ramon Valley HeartSafe Community program took CPR to Sacramento teaching more than 75 people CPR and the proper use of an AED.





Since Ford ceased production of the Crown Victoria, San Ramon chose the Dodge Charger police package. The photo above is a prototype of what a new patrol vehicle may look like. Photo below, right: Fleet Coordinator O.J. Plotner.

Fleet Services

The Police Department's fleet of approximately 60 vehicles includes patrol cars, traffic safety vehicles (cars, motorcycles and radar trailers), Investigation vehicles, PST vehicles and Emergency Command units. Due to multiple work shifts and drivers, some vehicles may travel up to 700 miles per week.

The ultimate goal and responsibility of Fleet Services is to provide officers and staff with safe and reliable vehicles to respond to emergencies and perform law enforcement duties. Fleet Services Coordinator O.J. Plotner, with over 25 years of fleet logistics experience, ensures the vehicles are inspected, repaired and maintained according to a rigorous, preventive maintenance schedule designed around the vehicle's 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.



Moving forward...

Since the Ford Motor Company ended its production of the Crown Victoria, San Ramon has chosen the Dodge Charger police package its replacement. A new Charger was purchased for Investigations, and temporarily mocked-up as our "patrol car of the future." Multiple suppliers provided various samples of their equipment, enabling us to pick and choose the products best suited for use in future patrol cars.

Now, with the products chosen, our officers will have the full range of seat adjustability unencumbered by the cage partition, unlike the restrictions of the old Crown Victorias. The interior equipment is also more compact, providing additional room. The latest technology and design of electronic equipment will enable officers to work efficiently, while placing less demand on the vehicle's electrical system. After a few last equipment decisions are made, the first four of these new Chargers will be built for active duty. They will roll out onto the streets of San Ramon prior to summer 2013.



San Ramon purchased five BMW R1200 RT-P police motorcycles in 2012. They are the most state-of-the-art police enforcement motorcycles on the road today.



Chaplains

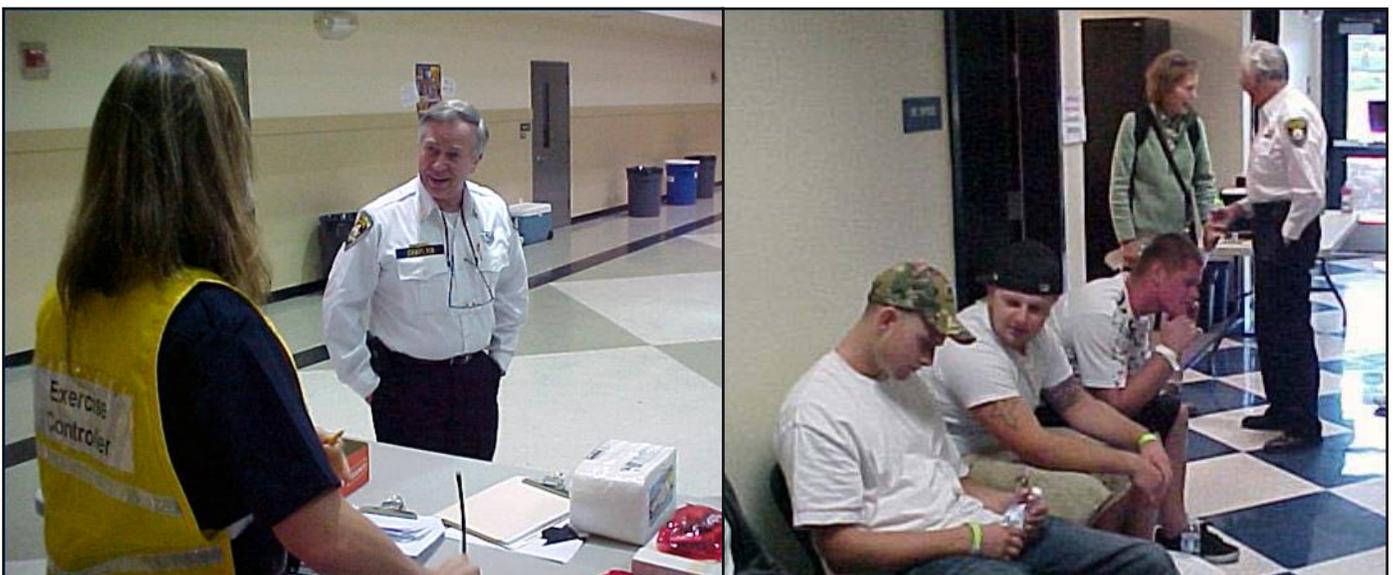
Since 1999, San Ramon Police Chaplains have provided spiritual, emotional, and physical assistance to those citizens involved in traffic or traumatic incidents. The Police Chaplain Program is comprised of a dedicated group of clergy professionals of various religious affiliations who provide guidance, counseling and crisis intervention on a 24-hour basis. They assist officers with the critical task of helping police employees and citizens cope with incidents involving suicides, homicides, fatal traffic accidents and the deaths of children or family members.

The Chaplain must be ordained or commissioned and must attend the Department's 13-week Citizen's Academy to join the program. Chaplains are also eligible to join the International Conference of Police Chaplains (ICPC). They have completed necessary training to become members of the internationally recognized International Critical Incident Stress Foundation, Inc. (ICISF) and are qualified to lead and participate in critical incident stress defusing and debriefings.

When Chaplains are available to handle the citizen's personal needs, it frees officers on the scene during a traumatic event to complete their duties such as evidence gathering, reporting, etc. Being familiar with department policy and procedures, the Chaplains can clarify and explain to those individuals the actions of the officers. As a member of the Clergy, a Chaplains' presence can provide a calming and comforting assurance to those individuals when unfortunate circumstances surround them.

The Chaplain Program is administered by an officer and coordinated by the Volunteer Coordinator. There are seven active volunteer Chaplains and two facilitators who participate in the program. They are provided with necessary training and resources in return for hundreds of hours of volunteer service. In addition to providing support during a traumatic event, Chaplains are also available to assist with memorial services, weddings, emergency training and mock crime scenarios.

The Chaplains are valuable members of the Police Department, providing guidance and support for both employees and the community.



The Police Chaplain Program is comprised of clergy professionals with various religious affiliations who provide guidance, counseling and crisis intervention on a 24-hour basis. Above: Chaplains participate in Emergency Training and mock crime scenarios.



Left: Volunteer Dave Schulz helps a Girl Scout Troop with Child Identification kits. Right: A Volunteer pins a badge on a new recruit.

Volunteer Program

The Police Department is fortunate to have 40 active volunteers who benefit and enrich the Department while they give back to their community. Citizen volunteers are an incredibly talented group of individuals who serve selflessly to give back to the San Ramon community while helping our organization deliver the highest caliber of police service possible.

The volunteers are a group of adults who pool their talents, knowledge and abilities donating their time to provide a higher level of service to our citizens. The Volunteers are required to attend the 13-week Citizen's Academy which gives them a basic understanding of police work.

Some of the tasks undertaken by Volunteers include:

- Helping with special events, such as Character Counts, the Art & Wind Festival, and other community functions.
- Collecting emergency contact information from local business owners to be entered into the Dispatch Center's computer system.
- Helping answer phones, fingerprinting and performing other administrative tasks at the Department's front office.
- Working with the Detectives and the Youth Resource Officer.
- Conducting Scout and school tours of the police station.
- Assisting Records Division and helping with Neighborhood Watch programs, the Parent Project, Citizen and Youth academies.

Volunteers participate in National Night Out, Bicycle Rodeos, School Carnivals, Toy and Food Drives, Character Counts Movie Nights, Graduations, the Art & Wind Festival, Fourth of July Run, Primo's Run, Bah Humbug Run, Fallen Hero's Walk, Wellness Events, Car seat events, openings and dedications, Teen Driving Events, Holiday Vigil, Sentinels of Freedom Bike Ride and the Emergency Preparedness Fair.

Our citizen volunteers are a valuable resource for the police department. In 2012, the Volunteers worked a total of 2,315 hours. Special Recognition goes to Maxine Schofield, the San Ramon Police Department's Volunteer of the Year!

Annual Survey Results July 2011 - June 2012

Purpose and Scope:

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

Quality Assurance Program Results:

Of the 706 surveys collected, 347 people, or 49%, responded that they were very satisfied; 353 people, or 50%, responded they were satisfied; and just 6 respondents, or 1% of those surveyed, responded that they were dissatisfied.

QUALITY ASSURANCE

Gathering Results

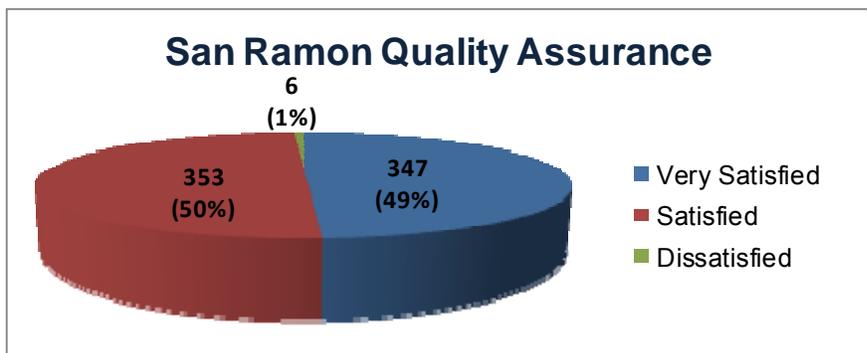
Supervisors of all employees of the San Ramon Police Department periodically initiated contact with citizens that interacted with our employees. The contact was made by the supervisors no less than two times per month, per employee and was conducted on a random basis.

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 Police Department

Throughout the fiscal year July 2011-June 2012, the supervisors of the San Ramon Police Department completed 706 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 there was anything that could be done to improve the service of the San Ramon Police Department and if they had any additional comments.



WHAT THE COMMUNITY HAD TO SAY ABOUT THE SAN RAMON POLICE DEPARTMENT:

- "So professional, so caring. He spent the time to do it right."
- "The whole thing was upsetting; the officer was great though!"
- "Very friendly and professional."
- "He was a pleasure to deal with. He got here real fast and I thought it would take hours."
- "The officer was excellent. We appreciate the Department's involvement in our community."
- "He did his job I have nothing against him." (from an arrested person)
- "The officer was great. He thought outside the box and made a suggestion to me, which ultimately solved the crime."
- "Excellent as always."
- "The officer was helpful with a very frustrating situation."

Accomplishments and Future Objectives

Each year, the police department sets goals for the following year. These goals are established in conjunction with the City Council, City Manager, City staff and San Ramon residents. At the end of each year, these goals are reviewed to see what was accomplished and to set goals for the future. The lists below detail our accomplishments for 2011/2012 and our Goals/Major Action Plans for 2012/2013.

Significant Accomplishments:

- Transitioned to new multi county interoperable radio system.
- Implemented Citizen View Program as a crime prevention tool
- Implemented community policing strategies specific to the increase in juvenile populations in the City.
- Implemented online crime reporting system
- Relocated the Alternate Emergency Operations center.

Future Objectives:

- Deploy School Resource Officers to Middle Schools
- Implement Regional Swat Team
- Deploy a new K-9
- Update less lethal weapons systems
- Update In-Car video system



DEPARTMENT ROSTER

Jason Barnes	John Gardenier	Tom LaRocque	Ray Riordan
Jacob Benjamson	Mary Gentry	Jim Mahoney	Randal Ritter
Mike Boehrer	Cary Goldberg	Matt Malone	Dave Roach
A.J. Biama	Michelle Goldberg	Abe Medina	Marty Ryan
Bongo	Phil Gonzales	Al Molien	Theresa Sanchez
Steve Brinkley	Rick Gonzalez	Jennifer Montemayor	Todd Santiago
Chris Bruce	Joe Gorton	Troy Montemayor	Michael Schneider
Kelli Bryson	John Goyich	Joe Moore	Dave Schulz
Paul Burke	Mike Green	Eric Navarro	Jessica Simonds
Marisol Camarena	Liz Gresham	Jason Nunn	James Springer
Denton Carlson	Mark Gunning	Kelly Jansen	Robert Steaveson
Pat Cerruti	Jeff Hahn	Mike O'Day	Jonathan Stephens
John Cranford	Thomas Harezlak	Michael Pistello	Craig Stevens
Dar	Clauvette Hartway	Rich Persson	Hollis Tong
Manny Del Rio	Hector	O.J. Plotner	Jennifer Vasquez
Leigh Dobbs	David Heinbaugh	Valerie Powell	Eric Webb
Bill Doherty	Craig Heuerman	Dan Pratt	Rachel Wentz
Marty Echelmeier	Scott Holder	Robert Ransom	Dave White
Kevin Ellis	Nathan Jones	TJ Reeder	Dave Williams
Steve Fajardo	Darlene Kittredge	Cliff Rider	Tami Williams

"People who work together will win, whether it be against complex football defenses, or the problems of modern society."
— Vince Lombardi.



EXCEPTIONAL PERFORMANCE AWARDS

SUPERVISOR OF THE YEAR



Sergeant Steve Fajardo has been a patrol sergeant since the beginning of the San Ramon Police Department, more than five years ago. In 2012, injuries and training left the patrol ranks short of officers at times and Fajardo stepped in and worked both as a shift supervisor and beat officer when needed.

He recently took on the assignment of "Driver Training Coordinator" in addition to his other duties. He also volunteered to participate in an upcoming regional emergency drill.

Steve's dedication to his duties goes beyond special events and his patrol teams have consistently exceeded their goals and objectives on their performance reviews.

OFFICER OF THE YEAR



Corporal Jason Barnes is currently assigned to the Investigations Division where he has successfully arrested dozens of suspects and recovered thousands of dollars in stolen property.

While at the San Ramon Police Department, Jason has been hand-picked to lead or assist in nearly every critical incident or highly complex investigation.

Jason's peers, supervisors and administrators look to him for advice and professional guidance.

Jason's work ethic, quality of work, leadership and demeanor has consistently reflected positively on the Department and our organization is a better place because of him.

EMPLOYEE OF THE YEAR



Darlene Kittredge is the Department's Crime Prevention Specialist. She coordinates, and is directly involved in, every crime prevention program.

She implemented the "Crime Free Multi-Housing" program in San Ramon, which is now a model for other cities to follow. She also facilitates all Neighborhood Watch meetings, as well as National Night Out, Coffee with the Cops and Child Safety Presentations on stranger danger.

Darlene has shown that she truly cares about the City of San Ramon and our police department. She is the "face of San Ramon" at most of our community events and she represents us well.

VOLUNTEER OF THE YEAR



Maxine Scofield has been a volunteer with the San Ramon Police Department for many years.

In addition to attending special events she also assists the Department's Commercial Index Coordinator. Each week, she visits businesses to make sure the contact database is up to date and to determine if any new businesses have opened in San Ramon.

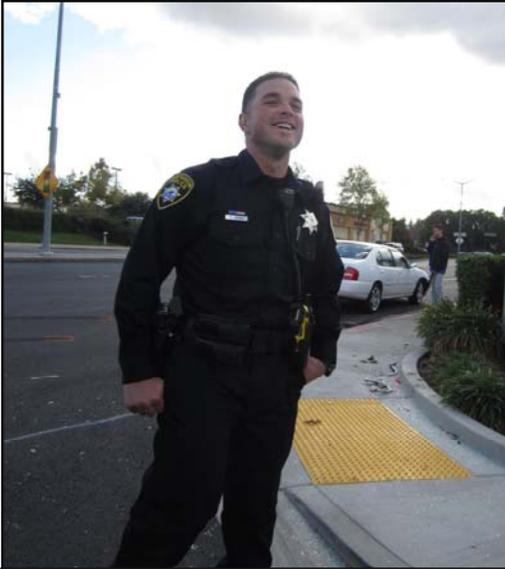
She is a very hard worker, who is dependable and personable, and gets along with everyone.

Maxine is not only a valuable volunteer and a true asset to the program, but she is also a genuinely nice person.

"Awarded to employees who exhibit perseverance with actions that have made a significant contribution to the Department and/or improves the quality of life in our community."



OUT AND ABOUT



MEMORIAL MURAL

The San Ramon Police Department would like to dedicate the 2012 Annual Report to **Chelsea Julietta Edwards** for the countless hours she volunteered to create a mural inside the Police Department.

The 18-year-old Dougherty Valley High School graduate took her first art class when she moved to San Ramon as a sophomore. Chelsea heard another student was creating a Police Department mural and she volunteered, with a few classmates, to help paint.

However, it wasn't long before school and other personal commitments forced the other students to back out of the art project. Chelsea, who had never painted anything larger than an 18x24-inch canvas, soon became the only artist left. Armed with a rough sketch, some ideas from Chief Scott Holder and Captain Joe Gorton, Chelsea created several sketches and began mapping out the mural on the wall in July 2012.

As the months went by, Chelsea, now a full-time student at Diablo Valley College, sketched and painted the mural between her studies, on weeknights, weekends and even over Christmas break. The completed "End of Watch" mural features a police badge, motorcycle, patrol car, K-9, a SWAT team member and police officers with a backdrop of the American and California flags.

Chelsea plans to finish her undergraduate work at Diablo Valley College before transferring to San Jose State University where she will continue to pursue her love of art.







City of San Ramon web site:
www.sanramon.ca.gov

San Ramon Police
Department web site:
www.sanramon.ca.gov/police

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The San Ramon Police Department 2401 Crow Canyon Rd, San Ramon, California

PUBLIC HOURS

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

E-Mail: police@sanramon.ci.gov
(Non-emergencies only)

Website: www.sanramon.ca.gov/police

IMPORTANT PHONE NUMBERS

Emergency: 911
Non-Emergency Dispatch: 925.973.2779

Police Administration: 925.973.2700
Police Records: 925.973.2770
Fax: 925.838.2925

ON-LINE SERVICES

OffenderWatch®

http://www.sheriffalerts.com/cap_main.php?office=54318

Crime Mapping

<http://www.sanramon.ca.gov/police/crimereportsfaq.html>

Pay your Traffic Ticket (Non-parking)

<https://www.paybill.com/contracostcourts/>

Pay your Parking Ticket

<https://www.remit-online.com/3.0/start.aspx?id=925022>

This publication was created in-house at the San Ramon Police Department.

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

